

2003 ANNUAL REPORT

Utah!

Where ideas connect

Utah
Department of
Community and
Economic
Development



EXECUTIVE DIRECTOR'S MESSAGE



Utah experienced some economic successes in fiscal year 2003, despite a slowdown in the nation's economy. The Department of Community and Economic Development (DCED) experienced a reduction in staff due to budget cuts; however, staff was able to maintain a high level of service for Utah's taxpayers. Direct county spending was \$76,323,000. The Division of Business and Economic Development (DBED) and the Division of Travel Development (Utah Travel Council) remained focused on the after glow of the 2002 Olympic Winter Games. A series of Utah! Trade Mis-

sions to domestic and international destinations was launched to capitalize on the economic impact of the Games. Tourism surveys revealed that the Olympic publicity helped raise the awareness of Utah around the globe.

Our department not only focuses on the state's physical infrastructure, but also on the cultural infrastructure in order to stimulate job growth in Utah. The Division of Community Development was instrumental in awarding a number of grants and loans to improve Utah's rural communities and to provide affordable housing. In addition, the Division of State Library, the Division of State History, and the Utah Arts Council are focused on enhancing Utah's quality of life. The Division of Indian Affairs and the ethnic offices (Office of Asian Affairs, Office of Black Affairs, Office of Hispanic Affairs, and Office of Pacific Islander Affairs) work to improve educational opportunities for the state's minority populations.

We are excited about the development of hundreds of new jobs at wired Smart Sites and Tribal Smart Sites in rural Utah. Nearly 700 jobs have been created since the initiative was created a couple of years ago. Expansion of the Native American Small Business Initiative is providing federal contract opportunities for Utah tribes. This past year, a new economic cluster or "ecosystem" was created to create more jobs in the medical informatics industry.

Economic incentives were offered this year from the Industrial Assistance Fund to encourage companies to expand their operations in Utah. In 2003, we were excited to see Utah lawmakers pass four new pieces of legislation designed to improve the state's ability to attract out-of-state firms by giving us some new incentive tools. Our department is in the process of implementing the measures, which includes the creation of a \$100 million "fund of funds" to stimulate high tech start-up business in Utah.

The milestones of our seven divisions are outlined in the following 2003 Annual Report. Please let us know if we can be of assistance as we work to implement the governor's 1000-Day Economic Plan and make Utah a place where ideas connect!

David G. Harmer
Executive Director
Utah Department of Community and Economic Development

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT



The mission of the Division of Business and Economic Development is to facilitate the growth of quality jobs, promote Utah business, develop economic prosperity and enhance the quality of life for the citizens of Utah.

The division's economic development efforts have been challenging this past fiscal year ending June 30, 2003 as we have tried to navigate our way through the second year of a national and international economic downturn. In spite of the difficult business conditions, we have many positive milestones on which to report.

We have aligned our strategic plan with Governor Leavitt's 1,000-day Economic Plan. The goals of the plan include: 1) Job growth that exceeds the growth in the workforce, 2) Utah wages increase faster than inflation, 3) The benefits of economic prosperity are felt statewide, and 4) Growth in the Economy exceeds growth in government spending. We succeeded in three of these four measures this past year, with our wages increasing faster than inflation, economic prosperity improving in Utah with the announced expansion or relocation of six companies that will create more than 2,500 jobs, and the growth in the state's economy exceeded the change in the state's government spending. We fell short in that our job growth objective did not exceed the growth in our workforce. We will continue to focus our efforts on the realization of these goals.

One of our major initiatives this year has been to follow up and capitalize on the positive image created for the state by the extraordinary 2002 Olympic Winter Games. The Governors trade missions focused on this initiative, both internationally and domestically with successful trips to Moscow, Russia; Mexico City, Mexico; Athens, Greece; Turino, Italy; Sao Paulo, Brazil; Washington, D.C., San Jose, Los Angeles and Chicago. More than 125 executives representing Utah companies traveled with us on these trade missions, which were invaluable in establishing business connections and alliances and increasing awareness of Utah.

Statewide, we continued our efforts to support Utah's existing businesses. More than 475 rural jobs were created this year in our Rural Smart Site program resulting in a cumulative total of more than 675 jobs created in rural Utah since the programs inception in February 2002. We are proud to report that the Smart Site program was recognized by the U.S. Department of Commerce, Economic Development Administration as the nation's most innovative economic development initiative.

We are very encouraged by favorable economic development legislation that was passed in the most recent legislative session. House Bill 316 (Aerospace and Aviation Development Zone), House Bill 240 (Venture Capital Enhancement Act), Senate Bill 151 (Amendments Related to Information Technology) and House Bill 299 (Trust Law Amendments) give us significant new tools to improve the state's economic climate.

All signs point to an improving economy and we are well positioned to take advantage of these changing market conditions.

Sincerely,

Jeffrey L. Gochmour
Director
Division of Business and Economic Development

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

UTAH TECHNOLOGY ALLIANCE

Mission

The Office of Technology and Science provides administrative support for all activities in the department related to tech-based economic development, including the commercialization of research technologies developed in our universities and advocacy/support for the technology business community.

The Office of Technology and Science has been assigned responsibility for the creation, implementation and ongoing support of activities designed to promote the health and vibrancy of the state's technology-based business sector. Specific programmatic activities within the office include the Utah Technology Alliance, the State Centers of Excellence program, the Office of the State Science Advisor, and the Technology@Breakfast program.

The Utah Technology Alliance

The UTA seeks to accelerate Utah's emergence as a center for technology investment, employment, and entrepreneurship. It seeks to:

- Foster a business climate that enables homegrown Utah technology companies to prosper and create jobs that pay higher than prevailing wages.
- Create mechanisms that overcome inhibitors of income growth.
- Attract anchor technology companies that can create jobs in Utah paying than prevailing wages and that can further enhance Utah's business climate.

Specifically, the UTA is emphasizing the development of Utah's brand as a key factor in attracting capital, anchor companies, and experienced management; developing Economic Ecosystems; and establishing the Utah Technology Industry Council to provide direction.

2003 Highlights

- The Alliance continued the development of Economic Ecosystems by establishing new Ecosystem working groups and industry associations in those industries where an association does not currently exist. It also updated the Ecosystem map and distributed it widely and expanded and enriched the Ecosystem web site: www.ecosystems.utah.gov.
- The Alliance is assisting in the establishment of the Utah Technology Industry Council (UTIC) as provided in Senate Bill 151. UTIC gives technology industry leaders a formal method for recommending policy changes and legislative initiatives and for communicating industry concerns directly to the legislature. The director of the Utah Technology Alliance serves as a member of the UTIC Steering Committee, which has been commissioned to create the UTIC charter, nominate members for the full council, and to provide recommendations to the legislature for the upcoming 2004 session.

- Staff assisted the Steering Committee in the implementation of the Utah Fund of Funds legislation (HB240). The Fund of Funds will provide new investment capital to venture capital groups committed to investing in Utah-based technology companies. The Alliance also played a major role in defining the new legislation and providing advice and counsel to the legislators sponsoring the bill.
- UTA strengthened its Alliance Outreach by
 1. Strengthening the Friends of Utah network; staff planned and participated in domestic and international trade missions scheduled for 2003 and 2004.
 2. Launching a new Utah outreach effort called the Technology@Breakfast program, a networking opportunity for industry leaders, academics, professionals, and state officials, who gather at breakfast and hear presentations on timely, technology-related issues.
- The Alliance continued the development and marketing of the Utah! brand: “Utah! Where ideas connect” and the Utah message:
 - o Growing workforce
 - o Education-oriented
 - o Tech savvy
 - o Affordable
 - o Recreation-minded and livable

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

CENTERS OF EXCELLENCE

MISSION STATEMENT

The purpose of the Office of Technology and Science's Utah Centers of Excellence Program is to promote the creation, development, and expansion of technology-based businesses and industry. To accomplish this, the goals include:

- *Maximizing the economic impact of research and development performed at Utah's universities.*
- *Facilitating the licensing of mature technologies to Utah businesses.*
- *Encouraging the establishment and growth of Utah businesses based on new and developing technologies.*
- *Promoting the availability and use of technical and capital resources for Utah's technology based businesses.*

HIGHLIGHTS

Through fiscal year 2002, the Office of Technology and Science's Utah Centers of Excellence Program leveraged a cumulative state investment of \$35.6 million with non-state matching funds totaling \$377 million. To date, the program was responsible for the creation of:

- 150 new high technology companies
- 176 new patents either issued or pending
- 204 licenses signed between businesses and Utah universities
- 10.6:1 cumulative match ratio

The Utah Centers of Excellence Program, widely regarded as one of the nation's most productive and successful programs of its type, sponsors the development and commercialization of technologies currently being researched at Utah's universities. By helping to introduce these commercially important new products, the Centers program plays a vital role in the growth of Utah's high-technology economy.

During the fiscal year, the Centers program continued to manage an annual legislative appropriation of \$2 million. New appointees to the Centers advisory council have strengthened the technical expertise of the council. Expanded consulting services provided to Center directors have greatly improved the commercialization opportunities for funded Centers. Planning grants have been reduced from \$10,000 to \$5,000 to fund more potential Centers with greater focus on market analysis.

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

STATE SCIENCE ADVISOR

The State Science Advisor, appointed by the governor, provides advice and counsel on science and technology issues to the governor, state Legislature, and other state agencies. The Science Advisor serves on a broad range of boards and commissions pursuant to the oversight of key scientific initiatives, research efforts, federal and state mandates, and on-going programs devoted to science and technology issues. The Science Advisor has specific responsibility to supervise or participate in the following key areas:

Advisory Council on Science and Technology (SAC)

The State Science Advisor and Advisory Council on Science and Technology (SAC) review significant advances in science and technology and advise and make recommendations to the governor, Legislature and governmental agencies on the use of science and technology to foster scientific literacy and to strengthen the state's economy, educational system and quality of life. The State Science Advisor serves as an ex-officio member of the council and provides staff support for all council activities and initiatives.

Governor's Medal for Science and Technology

The state of Utah has chosen the Governor's Medal as a symbol of recognition for those individuals who have provided distinguished service in the fields of science and technology.

The Governor's Medal award program was initiated in 1987 to recognize those that made career achievements and/or provided distinguished service that has benefited the State of Utah in the areas of Science and Technology. Specific criteria were developed to determine the significance of the contributions to the economic development of the state. Initially, nominations were solicited from four general categories: Academia, Science Education, Industry and Government. A separate Special Category has been added to recognize individuals that may not meet all of the specific criteria but whose accomplishments merit recognition for this award. The Special Category nominations are by invitation of the Council or Governor only. The State Science Advisor has management responsibility for the Governor's Medal program.

Utah Citizens' Advisory Commission (CAC) on Chemical Weapons Demilitarization

The Utah Citizens Advisory Commission on Chemical Weapons Demilitarization provides a means for exchange of information between the Department of the Army's Chemical Weapons Demilitarization Program and the State of Utah and its citizens. The Commission evaluates information on issues related to the Chemical Weapons Demilitarization Program and advises governing authorities in the State with respect to the health and safety, risks and benefits to the citizens of Utah. The State Science Advisor serves as a member of the CAC and provides staff support.



State Science Advisor, Dr. Michael Keene, presents a Governor's Medal for Science and Technology.



DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

INTERNATIONAL BUSINESS DEVELOPMENT OFFICE

Mission

The mission of the State of Utah International Business Development Office is to build Utah's global economy.

Goals

- To develop and expand foreign markets for Utah goods and services
- To increase the level of Utah exports
- To successfully attract global investments to Utah
- To increase worldwide awareness of the Utah brand
- To serve as an international resource for the entire state of Utah
- To promote, internationally, Utah's economic ecosystems



Utah! Trade Missions

International Trade Missions

Following the most successful Olympic Games in history, the International Business Development Office coordinated a series of international trade missions to capitalize on Utah's worldwide exposure and to promote the economic interests of the state.

In February, a delegation of 50, lead by Governor Mike Leavitt traveled to Mexico City, Mexico. Thirty-five Utahns joined the trade mission in March to the Olympic cities of Athens, Greece and Torino, Italy. And in June, a trade mission of 15 Utahns went to Sao Paulo, Brazil. The trade missions included a variety of Utah businesses and resulted in the establishment of valuable international business connections, increased awareness of Utah, promotion of Utah's economic ecosystems and expansion of Utah's network of alliances.



Governor Mike Leavitt and State Olympic Officer Lane Beattie announce Utah! Trade Mission to Mexico City.



The state hosts an International Summit in Salt Lake City during the one-year anniversary celebration of the 2002 Olympic Winter Games.

International Office Highlights

The International Office experienced an especially busy year that included projects and events with Brazil, Philippines, China, Korea, Germany, Peru, Mexico, Taiwan, Russia, Ghana, Japan, Greece, Italy, Qatar, Mongolia, Thailand, Chile, Zimbabwe, Jordan, European Union, Sweden, Switzerland, Canada, Kyrgyzstan, Bulgaria, Indonesia, Albania, and Australia.

Utah's Global Network

The International Office maintained a global network of 11 Utah Trade Representatives in the following countries: Belgium, Brazil, Chile, China, Germany, Japan, Korea, Mexico, Singapore, Sweden and the United Kingdom. Utah's Trade Representatives worked with Utah companies and introduced them to contacts and resources in their country, provided industry-specific reports and information for the International Office and Utah companies, identified potential sources of investment for Utah, and represented Utah in their country. In addition, Honorary Trade Representatives represented Utah in Austria and Sweden.

Business Consultations and Referrals

The International Office conducted ongoing consultations and assessments with Utah businesses that are entering or expanding into foreign markets.

Diplomatic Hosting

The International Office hosted dozens of foreign ambassadors, dignitaries and government officials who visited Utah, connecting them to businesses and investment opportunities throughout the state.

Trade Agreements

The International Office often arranges for memoranda of understanding to be signed between Utah and international trade partners to foster business cooperation. This year, an agreement was signed between Utah and the German state of Saarland.



A trade agreement was signed with Saarland in the Gold Room at the State Capitol.

Trade Shows

Utah and Utah businesses were represented at industry trade shows throughout the world.

Trade Delegations

The International Business Development Office received numerous incoming trade delegations. Arrangements were made to provide them with information about Utah's economy and industry, business tours, and connections with the business community, government officials and the media.

Business Seminars

The International Office conducted business seminars to familiarize Utah companies with markets in foreign countries and to connect them with resources to strengthen and expand their business.

Foreign Direct Investment

The International Business Office supported the Wayne Brown Institute Investor's Choice Global Venture Capital Conference, the state's technology showcase. The annual conference, expanded to include international investors, exposed Utah's emerging technology to a world-wide venture capital audience

Familiarization Tours

The International Office was called upon to present economic summaries, industry overviews and business briefings to international government officials, business representatives and the media.

International Website

Resources, market information, services and connections for Utah businesses and foreign investors can be found on the International Office's website that is maintained and updated regularly. The website also documents photos and stories of International Office activities.

Relocation Assistance

Ongoing assistance is provided to international companies that are relocating to Utah.

Certificates of Free Sale

The International Business Development Office produced and notarized Certificates of Free Sale for foreign governments on behalf of Utah companies. Many countries require the certificates for Utah exports to enter their country.

Government Executive Exchange Program

The International Office maintained an ongoing government executive exchange program with the Japanese province of Gifu and the Korean Prefecture of Gyeonggi. The International Office provides office space and support and benefits from an increase in resources, awareness and communication with Japan and Korea.

International Partnerships

Throughout the year, many partnerships were formed to maximize the work of the International Office and expand its reach. Partnerships included Utah chambers of commerce, Economic Development Corporation of Utah, Utah Life Sciences Association, Utah Information and Technology Association, Utah Sports Commission, U.S. Trade Development Office, Foreign Commercial Services Offices, Market Access and Compliance Office, World Trade Association, Utah Council for Citizen Diplomacy, Downtown Alliance, Salt Lake Council on Foreign Relations, city and county economic development officers, District Export Council, Sister Cities throughout Utah, Utah Honorary Consuls, Foreign Consulates, and international programs at Utah colleges and universities.

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

NATIONAL BUSINESS DEVELOPMENT

The mission of the National Business Development program is to create quality jobs through recruiting new or expanding businesses to the state.

Measurable Outcomes:

Companies announced:	6
Jobs Announced:	2535
Site Visits conducted:	33
New Active Clients:	35

Domestic Trade Missions: National Business Development led three domestic trade missions focusing on Governor Leavitt's ecosystems. Skyline Drive Technologies took center stage during the Trade Mission to Washington, D.C. The company was awarded their 8(a) designation in a special ceremony with Thomas C. Dorr, Undersecretary for Rural Development, Department of Agriculture. The company was able to meet with other federal agencies interested in contracting with 8(a) designated companies.

In California, the trade mission focused on two ecosystems: Web services and digital media. Meetings, conferences, and activities during the three-day trip were held to help Utah companies connect with partners in California.

The Chicago Trade Mission centered on bio-informatics and Utah's Smart Sites. The NBD program held special meetings with associations and companies that are helping Utah create jobs in the bio-informatics field.

Ecosystem Participation: NBD staff participated with others in the division in developing the governor's ecosystems. NBD's role in this project focuses mainly on attracting out-of-state companies to relocate in Utah. NBD also took a major role in organizing the aerospace ecosystem. Four meetings with representatives of aerospace companies in Utah were held throughout the state to identify the issues important to them. The next step in the process will be to organize and prioritize the issues and help put together an aerospace industry group willing to present these issues to the governor and the legislature.

Marketing Activities:

- Hosted 50 site selectors and corporate real estate executives during the fall meeting of CoreNet in San Diego. The state of Utah and other organizations hosted a dinner boat cruise during the conference. NBD also sponsored a booth at the CoreNet conference. More than 500 conference participants visited the booth during the two-day show.
- Placed advertising in several national publications. *Site Selection Magazine* inserted the updated ecosystem map into their January edition, which was mailed to more 23,000 subscribers.
- Sent direct mail, including 1,000 Utah calendars, to clients, site selectors, and corporate real estate ex-

ecutives throughout the country.

- Updated site selector web site.

Relocation announcements

Company Name	Announce date	Type of Company	Located	Announced Jobs
NAMPAC	Jul-02	Plastics Manufacturing	Cedar City	110
Landesk	Oct-02	Software Development	Wasatch	150
Bomatic	Jan-03	Plastics Manufacturing	St. George	225
Malt-O-Meal	Feb-03	Food Processing	Tremonton	350
JC Penny Distrib Ctr	Feb-03	Light Mfg/Distribution	Spanish Fork	500
Walmart	Apr-03	Distribution	Grantsville	1200

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

BUSINESS EXPANSION AND RETENTION ("BEAR" PROGRAM)

The Mission of the Business Expansion and Retention Program is to promote the vitality, expansion and retention of existing Utah businesses.

Highlights

METRO BUSINESS DEVELOPMENT

Business Visitation Program The program conducted more than 400 business visits statewide to determine needs of Utah businesses and to assist in expansion opportunities.

Small Business Development Centers (SBDC) Utah SBDC is a partnership between the State of Utah (BEAR Program), the Small Business Administration (SBA), and local colleges and universities. The partnership resulted in

- 2,625 Utah business owners counseled
- 11,302 hours spent counseling with businesses
- 384 business seminars
- 12 SBDC Centers available to serve the citizens of Utah

Enterprise Zone and Recycling Market Development Zone Administration Enterprise Zones offer tax credits for investments and job creation by businesses located within the zone. 183 businesses earned more than \$1,148,000 in tax credits from Utah Enterprise Zones and Recycling Market Development Zones. 10 new Enterprise Zones were created in 2003.

RURAL BUSINESS DEVELOPMENT

Utah Smart Site Program The mission of the Utah Smart Sites is to create 1,000 new technology-based jobs in rural Utah by the end of Governor Leavitt's 1,000-Day Plan. The program received the 2003 Excellence in Economic Development Award from the U.S. Department of Commerce – Economic Development Administration as the nation's most innovative economic development initiative.

- Beginning with the program's initial funding in FY 2002, the Utah Smart Site Program has had a major impact on rural Utah through
 - The creation of Utah Smart Site initiatives in 20 rural communities.
 - The participation of 33 technology-based firms that have created 679 new jobs by expanding their existing operations or beginning new businesses in rural Utah. 479 of these jobs were cre-

ated in FY 2003.

- During FY 2003, the Utah Smart Site trained more than 150 rural Utahns in tech-based careers such as medical coding, computer programming, GIS mapping, and customer relationship management.
- Through a grant from the U.S. Department of Commerce, Utah Smart Site Program has placed \$612,000 in computer-related equipment in Utah Smart Sites.
- Utah Smart Site staff facilitated a highly successful trade missions to San Francisco and Chicago in which Governor Leavitt met with key national in the medical informatics industry

Pioneer Communities / Main Street Program The mission of the Utah Pioneer Communities/Main Street Program is to provide superior hands-on training and guidance in economic development, streetscape design, architecture, marketing, and organizational development aimed at enhancing downtown's appearance, strengthening its business environment, effectively marketing it, and building community pride.

- The program provided services to nine partner communities. Major projects included streetscape designs for American Fork and Payson; public improvements in Panguitch and Roosevelt; follow-up on downtown market analyses for Panguitch, Payson, and Roosevelt; and the designation of Logan and Tooele as Main Street Partner communities
- The program also provided services for non-partner communities. Major projects included the development of downtown organizations in Springville and Bountiful; the completion of downtown market analyses for Moab and Magna; the first statewide Main Street conference; and downtown improvement planning for Richmond and Manti.

Utah Procurement Technical Assistance Center (PTAC) PTAC is a partnership between Business Expansion and Retention and the Department of Defense to provide Utah's small business concerns the counseling, technical assistance, and resources required to successfully compete for government contracts. Services are available throughout the State through working agreements with local Small Business Development Centers or Associations of Governments. These services resulted in:

- More than 1,100 small business concerns registered to receive PTAC services statewide
- More than 600 federal, state, and local government contracts valued in excess of \$200 million awarded to companies receiving PTAC assistance. 5,000 jobs were retained or established through these contracts.
- More than 40 conferences and training workshops provided to small business concerns.

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

UTAH INCENTIVE FUNDS

Industrial Assistance Fund

The Utah Industrial Assistance Fund is a \$20 million post-performance disbursement grant created by the Utah State Legislature in 1991 to provide grants in the establishment, relocation, or development of industry in Utah. In FY 2003 a total of six companies were funded, including two special legislative projects. With assistance from the IAF, 428 jobs will be created, paying an average salary of \$30,592 and generating a potential \$3,907,600 in new tax dollars.

There are three incentive programs within the Industrial Assistance Fund.

- **RURAL INCENTIVE PROGRAM**

Rural Incentives are available to companies that are relocating or expanding outside Davis, Weber, Salt Lake, and Utah counties. The DBED Board IAF Committee approved three rural incentives in the FY 2003.

- **TARGETED INDUSTRY INCENTIVE PROGRAM**

Targeted industries are corporate headquarters, biotechnology, medical devices, aerospace, bioinformatics, digital media, Web services, and information technology. No Target Industry incentives were approved this year.

- **CORPORATE INCENTIVE PROGRAM**

These disbursements are reserved for extraordinary growth involving heavy capital investment, large numbers of new jobs, a high average salary, and significant Utah purchases. The DBED Board IAF Committee approved one corporate incentive.

Private Activity Bond

The Private Activity Bond (PAB) was created under the federal Tax Act of 1986. The federal government provides the authority to each state to allocate a certain amount of tax-exempt bonds based upon population.

Those awarded volume cap allocations in 2002 include:

- **Manufacturing**

* NAMPAC, Cedar City	\$4,000,000
* Encon United, Tooele	\$3,275,000
* Intermountain Farmers Association	\$3,100,000

DIVISION OF BUSINESS AND ECONOMIC DEVELOPMENT

UTAH FILM COMMISSION

Mission

The mission of the Utah Film Commission is to market the entire state as a location for film and commercial production and to promote the use of Utah support services and professionals.

In FY 2003, the motion picture industry and Olympic filming activities added \$135.5 million to Utah's economy. Overall production in the state was down, however, due in part to the increase in reality-based programming and the financial incentives that other states, provinces, and countries are offering to attract production to their areas. Still, Utah continues to hold its position in the top six areas in the country for motion picture, television, and commercial production.

Productions include ten feature and cable productions, including *Legally Blonde 2: Rags to Riches*; *Benji Returns*; and *The Maldano Miracle*, a featured film at the Sundance Film Festival. After nine years, Utah's on-location regular series *Touched by an Angel (TBAA)* filmed its final episode. *TBAA* contributed more than \$250,000,000 to Utah's economy and was crewed almost entirely by Utah professionals. *TBAA* will continue to showcase Utah's beauty and talent in syndication throughout the world for years to come. Another series, WB-TV's *Everwood*, began its second season of shooting, with Utah's diverse looks and industry professionals again contributing to the popular series. Additionally, Hallmark's *Plainsong* and other cable productions shot in the state will air throughout the fall and next spring.

The number of indigenous productions by local filmmakers continues to grow. Hale Storm Entertainment, Feature Films for Families, Holy Cow Productions, and Spy Hop Productions are but a few of the in-state companies making original productions.

The Digital Media Ecosystem created by Gov. Mike Leavitt got a recognition boost both in-state and out-of-state with a trade mission to Los Angeles in March. There, Utah hosted a Digital Media Summit and met with various studio and production company executives.

In addition to exploring future financial incentives to boost the state's film production industry, strategic plans for the film commission program include a best practices analysis for building future post-production and soundstage facilities.



"Touched by an Angel" is honored by the Governor Leavitt and the Legislature for its economic contribution to the state.



State of Utah-DCED

DIVISION OF TRAVEL DEVELOPMENT UTAH TRAVEL COUNCIL

Mission

“The Division of Travel Development exists to make Utah a better place to live by increasing the economic contribution of tourism.”

A focus on the economic contribution of tourism is inherent in our mission statement, a fact that the Division of Travel Development has been most cognizant of during the post-Olympic period.

Though tourism outlook is considered to be regaining strength, the industry worldwide is recovering from a depression fueled by economic factors, fears of disease, and the general unease caused by war and its aftermath. Here in Utah, the division’s ability to spread the Utah! brand message, and convince out-of-state visitors to spend their vacation monies here has been enhanced by an independent analysis of the key role of velocity in the economic recovery.

As the division has researched and examined the world’s awareness of the state and responses to Utah! brand messages following the 2002 Olympic Winter Games, we have gathered positive input and seen evidence that Utah holds the imaginations of potential visitors and journalists from all over the globe.

We continue to work hard to meet the challenges of leveraging limited resources. Our goals remain to create awareness of all Utah offers in important domestic and international markets, and to provide accurate and enticing information for trip planning, that will convert awareness of the state into visits. We will also continue conducting research among actual Utah visitors to assess their level of satisfaction.

We know that Utah’s tourism effort is comprised of many enthusiastic partners, both in the private and public sectors. The Utah! brand offers visitors a great promise of discovery and recovery. It also promises Utahns a clean, diverse source of economic growth with high return on investment, and a fast yield on every tourist dollar spent.

The Division of Travel Development looks forward to continuing to tell the story of the Utah! brand, and fulfilling our role as “scanners”, “conveners”, and “facilitators” for the tourism industry, while making “Utah a better place to live by increasing the economic contribution of tourism.”

Sincerely,

Dean Reeder
Director

DIVISION OF TRAVEL DEVELOPMENT UTAH TRAVEL COUNCIL

RESEARCH and PLANNING

The Research and Planning Program experienced a productive year in terms of economic impact data and strategic information made available to members of the tourism industry via print documents and through inclusion in a Research and Planning section on the division's website, <http://travel.utah.gov>.

Research

Reports in FY03:

- Tourism at a Glance
- Most Popular Attractions
- *Annual Research Series*
 1. State and County Economic and Travel Indicator Profiles
 2. Visitor Profiles with demographics, psychographics, and travel patterns for domestic and foreign visitors
 3. External Marketing Tourism Update interpreting the impact of economic and travel trends worldwide
 4. 2002 Market Profile Analysis
 5. 2002-2003 Skier Survey, conducted jointly with Ski Utah

A series of Olympic-related articles and research included a major study of the 2002 Olympic Winter Games demonstrating the realities of their impact on Utah's tourism industry, with multiple reports examining the lead-up to the games, marketing expectations, economic impacts, lessons learned, and post-Olympic evaluations. A separate study focused on the impact of the Olympics on European markets. The division's 1,000-Day plan for post-Olympic promotion served as a touchstone for evaluating the copious research and evaluation regarding the Games.

A study in Advertising Accountability demonstrated the effectiveness of the Utah! brand message, and the mediums and markets chosen for distribution during this Fiscal Year.

A follow-up study by NFO WorldGroup closed the circle of visitor interest, actual visits, and accounting for the Utah experience, by evaluating Utah! brand advertising and other marketing programs in eleven western states in winter and spring. This study demonstrated a significant return on investment.

Qualitative Research was conducted to assess the attitudes, opinions, and potential motivators for travel, particularly to Utah, in the division's identified target markets and demographics.

Planning

On-going evaluation and modification of the Long-Range Strategic Plan for Tourism Development resulted in changes in the division's strategic vision and objectives. A new "tree chart" was developed to accurately illustrate the division's mission and roles.

A document combining the division's Marketing Plan, Short-Term Tactics, and Current Media Plan was made available in print and on-line formats.

The Barometer, a research and planning newsletter, was published quarterly and distributed to nearly 2,000 subscribers.

ADVERTISING

Summary of media placement for the Utah Travel Council, July 2002 – June 2003:

Late Summer/Early Fall 2002 Campaign

Magazines:

Conde Nast Traveler	September	4-page section, co-brand w/New Balance
Arthur Frommer's Budget Travel	September	2-page spread
Travel Holiday	October	2-page spread + page advertorial
Outside	October	full page
Sunset	August	added value from spring campaign 3" ad in travel directory
Time (LA, SF, Dallas, San Diego, Las Vegas)	October 7	full page
Newsweek (LA, SF, Dallas, San Diego, Las Vegas)	October 7	full page
Sports Illustrated (LA, SF, Dallas, San Diego, Las Vegas)	October 7	full page
US News and World Report (LA, SF, Dallas, San Diego, Las Vegas)	October 14	full page

Fall 2002/Winter 2003 TV/Radio Campaign

Television:

Dallas 11/4-11/24	Los Angeles 12/02-12/22
800 TRPs	600 TRPs
3-weeks	3-weeks
95% Reach, 8.5x Frequency	79% Reach, 7.8x Frequency

Metro Traffic Radio: October 7 – November 3, 2002

Dallas	Los Angeles
150 :10 spots	625 :10 spots
4 weeks	4 weeks
475 spots	
63.2% Reach	55.5% Reach
3.2x Frequency	3.0x Frequency

Winter 2003 Campaign

Cable TV: January 27 - February 16, 2003

Dallas/Ft. Worth	Los Angeles
113.5 TRPs	700.2 TRPs
324 spots	1296 spots
31.4% Reach	57.4% Reach
3.1x Frequency	12.2x Frequency
Cable households: 775,949	Cable Households: 595,700
Impressions: 755,308	Impressions: 4,171,568

Metro Traffic Radio: 4 weeks, January 27 – February 22, 2003

Dallas/Ft. Worth	Los Angeles	Portland
400 :10 spots	452 :10 spots	400 :10 spots
174 TRPs	194 TRPs	191 TRPs
42 stations	76 stations	28 stations
52.9% Reach	52.9% Reach	61.1% Reach
3.3x Frequency	3.3x Frequency	3.2x Frequency

Spring/Summer 2003 Campaign

Broadcast TV: May 5-25, 2003

Las Vegas	Sacramento
600 TRPs	532 TRPs
84% Reach	87% Reach
7.1x Frequency	6.1x Frequency

Cable TV: May 5-25, 2003

Los Angeles	Phoenix
2167 spots	1250 spots
Households: 643,000	Households: 665,000

Metro Traffic Radio: May 5-25, 2003

Las Vegas	Los Angeles	Phoenix	Sacramento
438 :10 spots	488 :10 spots	375 :10 spots	415 :10 spots
191 TRPs	194 TRPs	174 TRPs	194 TRPs
61.4% Reach	54% Reach	43.4% Reach	55% Reach
3.8x Frequency	4x Frequency	4.5x Frequency	4.5x Frequency

Magazines:

<i>American Heritage</i>	April/May	2-page spread, co-brand/Grand America
<i>Art Frommer's Budget Travel</i>	June	full-page
<i>Biography</i>	May	full-page + full-page advertorial
<i>Conde Nast Traveler</i>	June	4-page section/co-brand New Balance
<i>Gourmet</i>	May	4-page section (2 spread/2 editorial)
<i>Time</i>	June	full-page
(Long Beach, Beverly Hills, Sacramento, Phoenix, Las Vegas)		
<i>US News</i>	June	full-page
(Long Beach, Beverly Hills, Sacramento, Phoenix, Las Vegas)		
<i>Sports Illustrated</i>	June	full-page
(Long Beach, Beverly Hills, Sacramento, Las Vegas)		
<i>Newsweek</i>	June	full-page
(Long Beach, Beverly Hills, Sacramento, Phoenix, Las Vegas)		
<i>The New Yorker</i>	June	4-pg section (1FP, 2 advertorial)
<i>Travel Holiday</i>	April	4-pg section (frt cvr /2 pgs advertorial)

Internet: April, May, June, and July

AMI – MountainReports.com. Newsletter, banners, buttons, text links

PUBLICATIONS

The division initiated a number of changes to take advantage of technologies and the Internet and save on publishing costs.

In cooperation with Utah.com, an ***events data submission form*** and database were developed to allow events planners and groups to directly enter detailed information about their event online. This data is incorporated directly into the division's weekly and annual **Utah! Events Calendars** and into an HTML-formatted email, which is distributed to media representatives throughout the state.

The **trade/media website URL address** was changed to the more intuitive travel.utah.gov. In order to draw more Internet traffic, a topical headline and story lead were added to the homepage. The "Newsroom" section of the website was revamped and an HTML-formatted email called *Utah! Travel News* was distributed to draw national media to the site.

The award-winning **2003 Utah! Scenic Calendar** featured each of the four seasons of Utah. 35,000 copies were printed with sales of 25,000.

For the fourth year, the division partnered with the Utah Hotel and Lodging Association to produce the **2003 Utah Accommodations Guide** (175,000).

The **Utah! Travel Guide** was in the second year of a two-year cycle. It was essentially the same publication as the 2002 Olympic edition but without the dated cover or Olympic information insert. Work is underway on a newly designed **2004 Utah! Travel Guide**.

The division published a new reader response brochure called **Utah! Connect...**

The publication was designed by advertising agency Riester Robb. It's popular among trade groups, and is used for marketing and as a general fulfillment piece.

Finally, in cooperation with the DCED/IT team, the new **Utah! Travel Resources Database** was launched to update and maintain key information on travel and tourism-related businesses and organizations. The database will be used by the members of Utah's tourism industry and as a resource for publications.

COMMUNICATIONS

The In-state Communications program continued **weekly reports on 16 Utah radio stations** featuring events and tourism news for the local areas, most of which are outside the Wasatch Front. Due to legislative budget cuts, this program was eliminated at the end of June 2003 with the various aspects of the program reassigned to other division or department staff members.

CALL CENTER

The Division of Travel Development's call center continued to handle inbound tourism calls in a personable, informative manner with live operators that are greatly appreciated by those calling Utah for travel information. Operators handled **34,447 calls** (26,615 live, operator-assisted calls, and 7,832 recorded after hours calls) mostly from the United States and Canada but also from several offshore countries.

DISTRIBUTION

The division's in-house fulfillment and distribution staff mailed out 47,357 packets of travel information materials, plus handled the packaging and shipping of hundreds of boxes of materials to welcome centers, other tourism information locations, and companies and institutions needing materials for conventions and conferences. The distribution office also managed publications at its warehouse and kept the Council Hall staff supplied with materials.

INTERAGENCY COOPERATIVE PROGRAMS

The Utah Scenic Byways Committee received five (5) grants from the Federal Highway Administration for Utah Scenic Byways for a total of \$448,200. They are:

- Logan Canyon National Scenic Byway, Corridor Management Plan Implementation - \$25,000
- Flaming Gorge-Uintas National Scenic Byway, Film Production - \$374,000
- Flaming Gorge-Uintas National Scenic Byway, Wildlife Through the Ages Viewing Guide - \$26,400
- Flaming Gorge-Uintas National Scenic Byway, Wildlife Through the Ages Weekend - \$20,800
- Dinosaur Diamond, Corridor Management Plan Implementation - \$20,000

Welcome Centers

The state's five gateway welcome centers each received \$56,000 for administration and operations. The welcome center buildings are owned and maintained by the Utah Department of Transportation. The Division of Travel Development contracts with local entities to staff and operate the visitor center portion of each of the welcome centers near Brigham City, Echo Junction, Jensen, Thompson Springs and St. George.

TRADE DEVELOPMENT

Trade support in the division's selected top-tier international markets - **Canada, U. K., Germany and Japan** - included eight major travel trade exchanges, numerous sales missions and destination development seminars maintaining contact with more than 300 tour and travel professionals.

Co-partner projects included major initiatives with Ski Utah, Salt Lake Convention and Visitors Bureau, Salt Lake Airport Authority, Southern Utah National Parks Advertising Coalition (SUNPAC), Moab Area Travel Council, and the Zion and Bryce Canyon Coalition, including, for the first time, promoting the Utah! brand at travel shows in Leipzig, Köln, Mannheim, Hamburg, Munich, and Essen, Germany from November 2002-March 2003. Utah was highlighted in the “Overseas Travel Festival” in Tokyo organized by KNT International, the second largest tour wholesaler in Japan.

Three (3) western itineraries, centered on Utah, were developed for the Japanese market by the newly created Tourism Export Expansion Council. The Council was established out of an agreement between Japan and the United States that includes specific goals to increase the number of tourists from Japan approximately 20% in the next five years.

Post Olympic follow-up efforts in Mexico included co-partner projects with members of the Mexico Marketing Coalition Group and AeroMexico for meetings and sales training seminars showcasing Utah’s Winter Destinations in Mexico. Our Mexico contract representative facilitated meetings and contacts at Mexico’s major Travel Trade Exchange, 2003 Expo Vacaciones.

The division designed and produced a **Trade Show Tool Kit** for use at trade shows, seminars, and promotional events. It is a unique backlit display featuring outdoor recreation in northern and southern Utah, a triangular Utah pennant for added Utah! brand identification, and the new *Utah! Connect* brochure.

Electronic marketing tools were utilized for a series of Travel Trade Development pages on the division’s web page, along with information and reports on Trade Contacts for target markets, an International Trade Events Calendar, International Target Market Profiles, External Marketing Update, and the 2002 International Special Report.

MEDIA RELATIONS

The past year in Media Relations can be highlighted by four trends:

- Media contacts going back several years are now bearing fruit
- Continued strength in the number of independent, self-guided media visits
- Increased attention by US & overseas video production companies and TV stations
- Increased potential for public-private sector collaboration on media familiarization tours

A few achievements among the headline trends noted above:

In the spring of 1999, French film producer Gallatee Films solicited support from the Utah Travel Council for a film focusing on global bird migration. While a Great Salt Lake segment was originally considered, Gallatee ultimately shot at Lake Powell and Monument Valley. Its film--*Winged Migration*—reached the big screen in the summer of 2003 and was nominated for an Academy Award. The division was mentioned in the film credits.

During the year, more than 150 inquiries were handled from U.S. and international writers and producers in the print and broadcast arenas. Many of these contacts generated visits to Utah.

Some of the stories from those visits were in *Men’s Journal*, *Esquire*, *Home & Away*, *VIA*, *National Geographic Adventure*, *National Geographic Traveler*, *Sunset*, *Travel + Leisure*, *Arthur Frommer’s Budget Travel*, *Bon Appetit*, *The Washington Post*, *Backpacker*, *Ski*, *Outside*, *Delta SKY*, *Bicycling* and *Mountain Biking*; also several U.S. and European TV travelogues.

This is not *all* the “ink” and “air” Utah received this year. Considerable coverage typically comes from media who never contact this office.

ZDF, one of Europe's and Germany's leading public TV networks, sent a crew to Utah in May 2003 to shoot a segment for an historic travelogue. The feature, *America's Wild West*, focuses on the 1869 joining of the rails in Utah as well as other notable events in the settlement of the West. The ZDF feature was aired in Germany in August 2003.

Donny Osmond completed his second Utah travelogue in as many years in Utah in May 2003, this time highlighting Bryce Canyon and Zion National Parks for a Travel Channel show aired in August 2003. The UTC's affiliation with Donny Osmond and California-based Vantage Point Productions on these two travelogues dates back to early 2001.

Petzl--a renowned French manufacturer of canyoneering, climbing and rescue gear and Petzl America (based in Layton, Utah), wanted to demonstrate new high-tech headlamps to the active-outdoor press. The UTC helped facilitate the group's visit to the San Rafael Swell at Hidden Splendor. The journalists said they usually reject group media tour invitations, but when this familiarization tour was over, every writer called this one a winner...not only for the gear, but also for the stunning locations.

RURAL TECHNICAL ASSISTANCE

Many visitors are familiar with the spectacular national parks and red rock country of rural Utah, but they are less familiar with the unique cultures and heritage that developed as people adapted to this unique landscape. This year, this program provided technical assistance to developing tourist destinations, products, and attractions within rural communities with potential to appeal to **heritage and geo-tourism visitors**. These visitors come not only to enjoy the landscapes but also to experience the culture and heritage of the area through bed and breakfast stays, use of guides and outfitters, and they want to buy authentic folk art and other products to take the memories of their trip home.

DIVISION OF COMMUNITY DEVELOPMENT

A quick look at the programs within the Utah Division of Community Development demonstrates one of the most wide-ranging divisions in the state. We serve Utahns in areas ranging from affordable housing to basic community infrastructure, such as streets and water systems, to addressing the needs of our ethnic communities.

Through the efforts of our dedicated staff, we are proud to provide services that help enhance the daily lives of our citizens with the most essential and basic of human needs. These programs also, in many ways, provide a basic foundation upon which the state can pursue economic development and other forms of progress.

The following pages highlight some of the accomplishments of the Division of Community Development as we have made the most of these difficult recent budget cycles by becoming even more focused on achieving the mission given us.

Shirl Clarke
Deputy Director

DIVISION OF COMMUNITY DEVELOPMENT

STATE COMMUNITY SERVICES OFFICE

The State Community Services Office provides guidance, oversight and funding to facilitate communities in assisting people to become more self-sufficient socially, physically, and economically by reducing poverty and improving the quality of life for low income Utahans.

The State Community Services Office is responsible for the administration of the following federal and state programs: Community Services Block Grant, Community Food and Nutrition Program, Emergency Shelter Grant, Critical Needs Housing, Pamela Atkinson Homeless Trust Fund, and the Emergency Food Network .

The SCSO disbursed the following funds during fiscal year 2003:

Community Services Block Grant	\$3.3 million
Pamela Atkinson Trust Fund	\$1.2 million
Critical Needs Housing	\$564,100
Emergency Shelter Grant	\$519,650
Emergency Food Network	\$240,200
Community Food & Nutrition	\$15,805

The following funds were used for temporary shelter, transitional housing, homeless prevention, home repairs, and meals:

- Dixie Care and Share, St. George, provided 32,801 meals and 10,894 temporary shelter nights for 778 men, 180 women and 103 children.
- Iron County Care and Share provided 3,390 temporary shelter nights to 400 homeless men, women and children. The agency also provided 3,987 hot meals, 2,090 sack lunches, and disbursed 4,902 emergency food boxes. Eight families moved into permanent housing.
- Food and Care Coalition, Provo, served 108,256 meals and distributed more than 127,000 pounds of food to the homeless and critically low-income persons.
- Center for Women and Children in Crisis provided safe shelter to 187 women and 247 children who were victims of domestic violence. Seventy one families were successfully placed into transitional or permanent housing.
- The Road Home, Salt Lake City, provided approximately 154,000 shelter nights for 1,250 men, 400 women, and 120 families.
- Volunteers of America, Salt Lake City, provided outreach services to 869 people, including basic needs such as food, blankets, sleeping bags, clothing and referrals to human-service agencies. VOA also served 276 youths at its drop-in center for homeless youths ages 16 to 21.
- Homeless Veterans Fellowship, Ogden, provided transitional housing to 53 veterans. Several received substance-abuse treatment.
- Bear River Association of Governments, Logan, provided emergency repairs for 20 households with malfunctioning or unsafe furnaces.

Other programs administered by the State Community Services Office:

Emergency Food Network funds are disbursed to emergency food pantries throughout the state. EFN funds assisted food pantries in providing an average of 19,000 families a month with emergency food boxes.

Balance of State Continuum of Care represents the rural areas that provide the development of supportive housing projects, transitional housing, case management, and other services to assist individuals to become self sufficient. The BSCC was successful in receiving nearly \$1 million from the U.S. Department of Housing and Urban Development. Other Continuums that were also funded include those serving Utah, Summit, and Wasatch counties (\$5.3 million) and Salt Lake County (\$3.4 million).

Community Services Block Grant: Utah's Community Services Block Grant network consists of five public and four privately operated community action agencies. Discretionary funding is distributed to the state association of CSBG providers and Utah Issues Information Program, a private non-profit organization whose mission is to improve the quality of life for poverty-stricken Utahns. The CSBG network coordinates state activities designed to reduce poverty and encourages private-sector entities to participate in efforts to alleviate poverty in local communities. Some agencies emphasize case management and family development programs. Others focus on emergency services, housing, and nutrition.

DIVISION OF COMMUNITY DEVELOPMENT

dced.utah.gov/community/heat

HOME ENERGY ASSISTANCE TARGET (HEAT) PROGRAM

Mission: To provide home winter utility assistance to low-income households, targeting those who are truly vulnerable: those with the lowest income and the highest heating costs, the disabled, the elderly, and families with preschool-age children. A warm home is as basic to health as good nutrition and medical care. Heating assistance is a wellness strategy.

The HEAT program provides home winter utility assistance to low-income households. A federal block grant from the Low Income Home Energy Assistance Program (LIHEAP) funds HEAT. The program is administered in partnership with Associations of Governments (AOGs), Community Action Agencies, and other non-profit agencies.

Accomplishments

- Utah received \$14,484,401 in Federal LIHEAP Funds.
- HEAT processed 34,086 applications for assistance (up from 33,536 last year)
- The program assisted 32,764 households (up from 32,081 last year), with an average utility benefit payment of \$250 (down from \$270 last year). The total number of persons in the households was 93,375.
- The homes of 537 low-income households were weatherized.
- 427 households received crisis/furnace repair assistance.
- 2,237 households received emergency utility assistance.
- Household profiles were as follows:
 - All households served were at or below 125 percent of poverty level
 - 65 percent were at or below 75 percent of poverty and/or had annual incomes of \$8,000 or less
 - 60 percent were on fixed incomes
 - 36 percent, or 11,788 households, were the working poor
 - 40 percent, or 13,150 households, had a disabled person
 - 28 percent, or 8,999 households, were receiving Social Security
 - 23 percent, or 7,453, were elderly households
 - 45 percent, or 14,705, were families with preschool-age children in the home

Below is a sample of the kind of remarks the HEAT Program receives throughout the year from various people it serves”

“Dear ones—It is with deep gratitude that I thank you for your assistance to me through the HEAT Program. I was devastated when Questar increased my household payment to \$30.00 more per month even though I have been making equal-pay payments all year round to insure I would have heat in the winter. Your kindness to me is a very great blessing at this season of life.” —an elderly constituent

DIVISION OF COMMUNITY DEVELOPMENT

WEATHERIZATION

The Utah Weatherization Assistance Program enables low-income households, particularly those with elderly and handicapped residents and families, to participate in energy-conservation programs that will lessen the impact of utility costs on household budgets and encourage self-sufficiency.

Highlights

The Utah Division of Community Development administers the U.S. Department of Energy's Weatherization Assistance Program through eight government and nonprofit agencies around the state. State funding for weatherization was leveraged with six additional private and federal grants at a ratio of approximately \$340 from those sources to every one dollar from the state. Such a match helps minimize state investments and allows increased services and program flexibility.

During fiscal year 2003, weatherization services were provided as follows:

Homes completed	1,609	Native-American units	234
Elderly units	494	People served	5,129
Disabled units	462	Homes in progress	505

Individuals, families, the elderly (age 60 and older), and the disabled who are no more than 125 percent of the current federal poverty income level are eligible for help from the Weatherization Assistance Program. However, priority is given to the elderly and disabled, households with high-energy consumption, emergency situations, and homes with preschool-age children. Participating households nationally are averaging a savings of nearly 33 percent on energy consumption or approximately \$285 a year.

“There are not words to describe how I feel. I am deeply grateful. My home is so warm and cozy now.” – Resident of Logan

Both owner-occupied and rental housing are eligible for weatherization. However, the goal of the weatherization program is to help low-income tenants reduce their utility costs without excessive enrichment to the property owner. In most cases, rental property owners are required to provide a 50 percent funding match.

I’m confident I’ll silently offer many more thanks next winter when I don’t feel a cold chill blowing through my house.” - Resident of Payson

In carrying out weatherization projects, first priority is given to stopping infiltration of warm or cold air into a dwelling. The second priority is installing a balanced combination of energy-saving home improvements. These include furnace tune-ups and repairs; insulation of attics, floors, walls, foundations, and exposed heating ducts; installation of replacement windows and efficient lighting and refrigerator replacement. Only measures with a savings-to-investment ratio of greater than one can be installed (based on a computerized energy audit of each home).

Funding from utility companies has increased the scope of the program to include electrical baseload reduction activities and increased natural gas appliance safety measures.

DIVISION OF COMMUNITY DEVELOPMENT

OLENE WALKER HOUSING LOAN FUND

The Olene Walker Housing Trust Fund is comprised of state and federal funds that assist in the construction, rehabilitation, and purchase of multi-family and single-family housing throughout Utah. The fund is named in honor of Lt. Governor Olene Walker in recognition of her lifetime advocacy of affordable housing opportunities for low to moderate-income individuals and families.

Highlights

The Olene Walker Housing Trust Fund awarded \$5.06 million in loans and grants during fiscal year 2003 for the purchase and/or renovation of at least 544 units of multi-family housing for low-to-moderate income residents in Utah.

Many of these units of housing are what is known as Section 8 housing. Such units of affordable housing were created nearly three decades ago under the U.S. Department of Housing and Urban Development's (HUD) Section 8 Affordable Housing Program. They are now at the end of their terms of contract with HUD. The owners of these projects now have the option to leave the affordable housing program and rent the units at prevailing market rates. When owners choose to sell and allow the units to be updated and rented at market rates, many units of existing affordable housing can be lost and existing tenants are often displaced. The Olene Walker Housing Trust Fund has pro-actively pursued solutions to this problem. A cohesive policy to protect such units has been implemented.

Opportunities for Homeownership

The opportunity to own a home can seem to be an unattainable goal of many low to moderate-income persons throughout Utah. Because of an expanding program developed through the OWHTF, many more people will achieve the goal of homeownership. The OWHTF has provided greater funding to local affordable housing agencies, working through regional Associations of Governments, to provide down payment and closing-cost assistance funds to low and moderate-income persons.

The funds provided to the local agencies can help families find a quality, affordable mortgage on a home and local agencies can also help potential homebuyers avoid predatory lending practices. When OWHTF funds are involved in the transaction, the family is required to attend classes which outline the responsibilities of homeownership, including mortgage obligations, budgets, and maintenance, to assure successful home ownership.

HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA)

The HOPWA Program is coordinated through the State HIV/AIDS Housing Steering Committee (SHAHSC). This committee is a statewide body of housing advocates, providers, and consumers who have adopted the following mission statement: To facilitate the creation and maintenance of affordable quality housing opportunities for people living with HIV/AIDS.

The committee has been adopted by DCED as a subcommittee of the Olene Walker Housing Trust Fund Board. HOPWA also partners with the Ryan White Title II Program, administered by the Utah Department of Health.

A U. S. Department of Housing and Urban Development HOPWA grant of \$65,000 helps provide housing assistance for people with HIV/AIDS (PLWAs) living in rural Utah. The grant funds long-term rental assistance, emergency and short-term rental/mortgage assistance to prevent homelessness, and a statewide housing coordinator to identify and develop housing assistance resources.

Highlights

- **Salt Lake Community Action Program (SLCAP):** Three rural PLWA households were provided short-term rental assistance and/or emergency assistance (\$2,855). Housing information, referrals, and placement services were also provided.
- **Housing Authority of the County of Salt Lake (HACSL):** assisted eight households with long-term rental assistance (\$19,480). These households are immediately placed on their Section 8 waiting list.
- **Catholic Community Services-Ogden Area (CCS):** provided short-term rental and emergency assistance for ten PLWA households located in the state's rural areas north of Salt Lake and Weber counties (\$7,757). CCS also provides housing information, referrals, and placement services.
- **Kenyon Consulting, Inc.:** A part-time housing resource person helps to coordinate and develop housing assistance resources. The annual contract amount is \$7,500. He is finishing up a housing project for PLWAs that should net at least seven permanent units later this year.
- **St. George Housing Authority:** has provided assistance to two PWA households with long term rental assistance and three households with short term/emergency assistance (\$8,248).

DIVISION OF COMMUNITY DEVELOPMENT

PERMANENT COMMUNITY IMPACT FUND BOARD

The **Permanent Community Impact Fund Board** (CIB) is a program of the State of Utah, authorized by statute, which provides grants and/or loans to subdivisions of the state which are, or may be, socially or economically impacted, directly or indirectly, by mineral resource development on federal lands. The CIB's source of funding is a portion of federal mineral lease royalties returned to the state by the federal government.

Board Membership

The CIB is directed by an eleven-member board composed of *the executive director of the Department of Community and Economic Development or designee; the chair of the state Board of Water Resources or designee; chair of the state Water Quality Board or designee; chair of the state Board of Education or designee; chair of the state Board of Regents or designee; a locally elected official from Carbon, Emery, Grand or San Juan counties; a locally elected official from Daggett, Duchesne or Uintah counties; a locally elected official from Juab, Millard, Sanpete, Sevier, Piute or Wayne counties; a locally elected official from Beaver, Garfield, Iron, Kane or Washington counties.*

Administrative and operational support is provided by the state Division of Community Development.

Eligible Applicants

- *Eligible applicants are limited to state agencies and "subdivisions" of the state including: counties, cities, towns, county service areas, special service districts, special improvement districts, water conservancy districts, water or sewer improvement districts, housing authorities, building authorities, school districts, and public postsecondary institutions.*

Eligible Projects

- Utah statute authorizes the CIB to fund the following activities: planning, construction and maintenance of public facilities, and provision of public services.
- The CIB's administrative rules further define "public facilities and services" to mean public infrastructure traditionally provided by governmental entities.
- Eligibility is limited to projects owned by an eligible applicant.

Funding Guidelines

- Funding for grants will be limited to a total \$6,000,000 per year or \$2,000,000 per trimester funding cycle.
- **Total participation in any given project will be limited to a maximum of \$2,500,000, regardless of grant/loan combination.**
- Planning and study funding requests require a 50 percent cash contribution from the applicant.
- Solid waste management projects will be funded only with interest bearing loans.

Approved Projects, Fiscal Year 2003

Project Category	Number of Projects	CIB Funds approved	Total Project Cost
Public Safety (police/ fire/medical)	15	\$ 3,387,203	\$ 8,959,603
Culinary Water Im- provements	15	\$ 9,364,526	\$13,004,593
General Buildings	11	\$ 7,199,450	\$30,866,945
Planning & Studies	11	\$ 1,274,000	\$ 1,447,000
Transportation (streets/roads/ airports)	10	\$ 6,906,322	\$ 8,213,622
Recreation / Cultural	8	\$ 3,738,000	\$ 5,668,985
Irrigation Improve- ments	1	\$ 720,000	\$ 724,000
Telecommunications Improvements	1	\$ 526,667	\$ 722,259
<i>TOTAL</i>	<i>76</i>	<i>\$37,928,642</i>	<i>\$82,392,481</i>

DIVISION OF COMMUNITY DEVELOPMENT

RURAL DEVELOPMENT FUND

Statutory Authority

The Rural Development Fund (RDF) is a state program authorized by statute. The RDF provides grants to local governmental entities in south-central Utah impacted by the transfer of lands by the federal government to the control of the Utah School and Institutional Trust Lands Administration in 1998. The RDF funding comes from a portion of mineral lease royalties collected on the exchanged lands.

Board Membership

The RDF is controlled by a five-member board composed of a governor's designee, and a mayor or county commissioner from each of the four participating counties of Kane, Garfield, Piute and Wayne. Administrative and operational support is provided by the state Division of Community Development.

Eligible Applicants

"Eligible Applicants" are limited to county and municipal governments or special service districts in Kane, Garfield, Piute, and Wayne counties.

Eligible Projects

The RDF considers applications for capital, or so-called brick and mortar, projects, which include public facilities, services or infrastructure traditionally provided by local government entities under Utah statute. Eligibility is limited to projects owned by an eligible applicant.

Funding Guidelines

Applicants are strongly encouraged to leverage RDF with other matching funds. All applicants must demonstrate that the facilities or services provided will be available and open to the general public and that the proposed funding assistance is not merely a device to pass along low interest government financing to the private sector.

Approved Projects Fiscal Year 2003

Project Category	Number of Projects	RDF Funds Approved	Total Project Cost
Utility Improvements (electric, water, sewer, roads)	5	\$235,000	\$3,222,182
Building Improvements	1	\$64,772	\$575,000
Recreation / Cultural	1	\$25,000	\$50,000
TOTAL	7	\$324,772	\$3,847,182

DIVISION OF COMMUNITY DEVELOPMENT

NAVAJO REVITALIZATION FUND BOARD

The Navajo Revitalization Fund (NRF) is a state program authorized by statute. The NRF maximizes long-term benefits of state severance taxes paid on oil and natural gas production by providing grants and/or loans to agencies of county or tribal government in San Juan County which are impacted by the development of oil and gas interests in Utah held in trust for the Navajo Nation and its members.

Board Membership

The NRF is directed by a five-member board composed of a governor's designee, the two members of the San Juan County Commission whose districts include portions of the Navajo Reservation, the chair of the Navajo Utah Commission or his designee, and the chair of the Utah Dineh Committee or his designee. Administrative and operational support is provided by the state Division of Community Development.

Eligible Applicants

The NRF may authorize *grants and/or loans* to the *Navajo Nation and its departments or divisions; any Utah Navajo Chapter, as defined in Section 63-88-101; the Navajo Utah Commission; Utah state agencies or subdivisions; the Navajo Trust Fund; or nonprofit corporation* that are or may be socially or economically impacted, directly or indirectly, by mineral resource development.

Priority Projects

Capital projects and infrastructure, including electricity, water, and other one-time needed projects; housing projects including the purchase or construction of new housing or significant remodeling of existing housing; matching educational endowments that promote economic development; promote Navajo culture, history and language; and support postsecondary educational opportunities for Navajo students.

Funding Guidelines

All applications must contain matching funds.

Approved Projects Fiscal Year 2003:

<i>Project Category</i>	<i>Number of Projects</i>	<i>NR Funds Approved</i>	<i>Total Project Cost</i>
Housing Assistance	194	\$1,014,517	\$4,859,401
Utility Improvements (electric, water, sewer, roads)	11	\$ 102,472	\$ 365,684
Planning	5	\$ 48,000	\$ 96,000
Building Improvements (administration, education)	4	\$ 166,000	\$4,868,000
Equipment	4	\$ 40,382	\$ 63,653
Public Safety (police, fire, medical)	3	\$ 48,227	\$ 103,027
Total	221	\$1,419,538	\$10,355,765

DIVISION OF COMMUNITY DEVELOPMENT

UINTAH BASIN REVITALIZATION FUND

The Uintah Basin Revitalization Fund (UBRF) is a state program authorized statute. The UBRF provides grants and/or loans to agencies of county or tribal government in the Uintah Basin, which are impacted by the development of oil and gas interests held in trust for the Ute Indian Tribe and its members on the Uintah and Ouray Reservation.

Board Membership

The UBRF is directed by a five-member Board comprised of a governor's designee, a Duchesne County commissioner, a Uintah County commissioner and two representatives of the Ute Indian Tribe's Business Committee. Administrative and operational support is provided by the state Division of Community Development.

Eligible Applicants

The UBRF Board may authorize grants and/or loans to agencies of Duchesne or Uintah counties or the Ute Indian Tribe that are, or may be, socially or economically impacted, directly or indirectly, by development of oil and gas interests held in trust for the Ute Indian Tribe. Formal applications for UBRF grants are submitted by the respective county commissions or the tribal business committee. All decisions of the UBRF Board require four affirmative votes.

Eligible Projects

- Capital projects, including subsidized and low-income housing, and other one-time needed projects and programs.
- Projects and programs associated with the geographic area where the oil and gas are produced.

Approved Projects

Fiscal Year 2003

<i>Project Category</i>		<i>Number of</i>		<i>UBRF funds</i>
<i>Total</i>		<i>projects</i>		<i>ap-</i>
<i>proved</i>	<i>project cost</i>			
Recreation/Cultural \$2.7 million		12		\$1.3 million
Building Improvements (administration/medical)	7	\$876,319		\$3.5 million
Public Safety (police/fire) \$574,037	\$720,866	5		
Education Facilities \$541,992	\$2,493,063	3		
Total				27
\$3.3 million	\$9.5 million			

DIVISION OF COMMUNITY DEVELOPMENT

RURAL ELECTRIC COMMERCE AND COMMUNICATIONS FUND

The Rural Electronic Commerce and Communications System Fund (REC) is a state program authorized by statute. The REC provides grants for programs or projects that preserve or promote communications systems within the rural areas of the state. REC's funding comes from a portion of mineral lease royalties collected on lands transferred to the control of the Utah School and Institutional Trust Lands Administration by the federal government in 1998. The REC may also issue revenue bonds to provide financing for eligible projects.

Board Membership

The REC is directed by a nine-member board composed of a governor's designee, a county commissioner from four rural counties, a mayor from four rural counties. No more than two members from any rural county. Administrative and operational support is provided by the state Division of Community Development.

Eligible Applicants

Entities concerned with preserving or promoting communications systems within the rural areas of the state.

Eligible Projects

Programs or projects, which preserve or promote communications systems within the rural areas of the state.

Approved Project Summary

Project Category

TV translator system upgrades

REC funds approved

\$3.2 million

The \$3.2 million upgrades to the statewide television translator system will be financed with a revenue bond issued by a consortium headed by the Utah Association of Counties. On June 2, 2000, the REC committed to provide an annual grant equal to the annual debt repayment necessary to repay this debt over the eight-year term of the bond.

The payment requirements on this revenue bond are as follows:

Year	Amount
2000	\$ 81,805.54
2001	\$ 169,243.50
2002	\$ 285,703.50
2003	\$ 539,590.75
2004	\$ 538,658.00
2005	\$ 537,327.00
2006	\$ 537,466.00
2007	\$ 535,876.00
2008	\$ 535,188.00

DIVISION OF COMMUNITY DEVELOPMENT

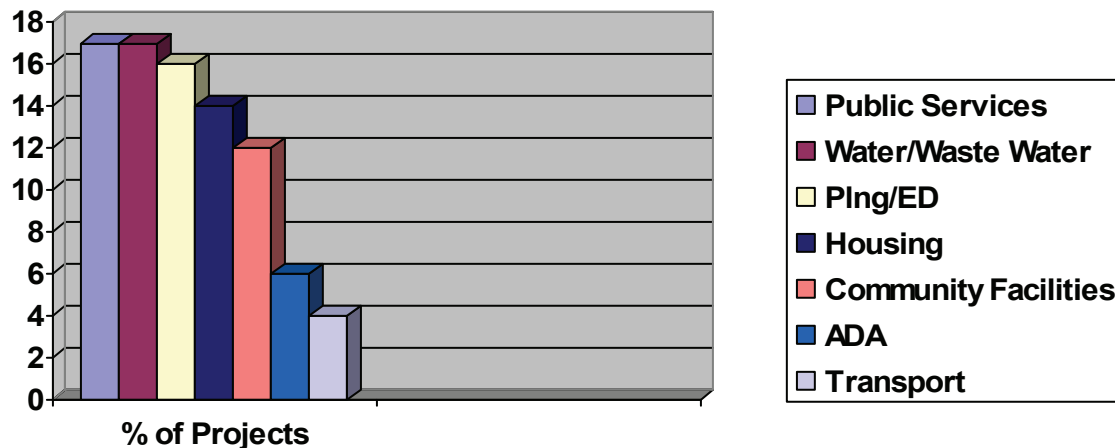
dced.utah.gov/cdbg

COMMUNITY DEVELOPMENT BLOCK GRANT

In 2002-2003, a record \$8.2 million was distributed to rural communities (population less than 50,000) in Utah through the state CDBG program. The program continues to benefit the citizens of cities and counties throughout the state.

In Utah the program is unique in that local elected officials, with input from citizens, prioritize projects. Funds were distributed to local Associations of Governments (AOG's) as follows; the number of projects in that region is in parenthesis:

Bear River Association of Governments	(13)	\$1,071,409
Five County Association of Governments	(11)	\$1,120,674
Mountainland Association of Governments	(11)	\$1,667,161
Six County Association of Governments	(6)	\$ 598,075
Southeastern Utah Association of Local Governments	(11)	\$ 633,402
Uintah Basin Association of Governments	(6)	\$ 424,356
Wasatch Front Association of Governments	(23)	<u>\$2,646,784</u>
Total	81 projects	\$8,161,861



The chart above demonstrates amazing parity in the types of projects funded, with housing and public service projects continuing to gain in popularity. CDBG funds are intended to meet the diverse needs of diverse communities, and it appears we are meeting this mandate now better than ever. Much of this progress can be credited to improved planning at both state and local levels.

UTAH OFFICE OF MUSEUM SERVICES (OMS)

Mission

The Office of Museum Services will promote Utah museums and the essential role they play in our state as sources of community pride, centers of public education, and institutions that encourage economic development and tourism. The Office assists Utah museums in improving their ability to

- *Care for and manage collections*
- *Develop quality educational resources*
- *Provide access to collections for research*
- *Identify and successfully compete for financial resources.*

Highlights

- OMS and the Utah Museums Association sponsored Utah Museum Day on January 30, 2003, at the State Capitol to celebrate the contributions of museums. Forty-four museums participated and displayed a variety of objects from their collections to emphasize the educational value a museum provides the state.
- OMS joined with the Utah Humanities Council and other statewide agencies to sponsor Key Ingredients: America by Food, a traveling exhibition of the Smithsonian Institution. The exhibit examines Americans through the food they eat and their food traditions. The exhibit traveled to six locations in Utah.
- OMS certified five museums as having achieved State Performance Goals, a measure of professionalism in the museum. The number of certified museums now stands at 34.
- The office purchased a new mobile van, which, equipped with preservation supplies, will be travel to museums to provide intensive hands-on technical assistance training.
- The office presented workshops on collection management and disaster preparedness at nine museums throughout Utah. 250 individuals participated.
- An additional 20 museums were surveyed for specific individual collection management needs.
- The office awarded and administered \$139,809 in grants to 61 museums located in 20 counties.

UTAH COMMISSION ON VOLUNTEERS

Mission

The Utah Commission on Volunteers has dedicated its time to improving communities through efforts of service and volunteerism throughout the state. Under the direction of Lt. Gov. Olene S. Walker as chairperson, the commission solidifies the volunteer infrastructure of the state by administering the AmeriCorps program, overseeing the America's Promise efforts in Utah, and providing technical support and assistance to Utah's Volunteer Centers, as well as training numerous nonprofit and community organizations throughout the state.

2003 Highlights

AmeriCorps is a part of the national Call to Service by President George W. Bush and consists of thousands of Americans engaged in intensive, results-driven service. Upon completing their terms of service, each AmeriCorps member receives an education award to help finance their college education or to repay student loans. To date, more than 1,200 Utahns have qualified for education awards totaling more than \$5,000,000. During the last fiscal year, 501,699 hours of service were given by Utah's 500+ AmeriCorps members. They have also helped mobilize 12,843 community volunteers who contributed 67,425 hours of service.

Governor's Points of Light Awards are presented weekly to outstanding volunteers from throughout the state at the State Capitol. As of June 2003, more than 134 Utah weekly awards have been given, 49 of which have also received the national Daily Points of Light Award from the president and the Points of Light Foundation.

Utah's Promise is an extension of the national America's Promise program founded by Colin Powell. Utah's Promise strives to provide children in the state with the tools they need to succeed in life. This year, the Utah Nonprofits Association and the Utah Society of Fundraisers recognized Utah's Promise on Utah Philanthropy Day as the Outstanding Service Organization of 2002.

The Utah Youth Summit brought more than 200 youth and leaders to a three-day training event in August 2002 to promote effective leadership and service. Their efforts carried on throughout the following year in 25 communities throughout the state.

The 2003 Utah Conference on Service and Volunteerism was held on March 26 and 27 at the Provo Marriott. A total of 499 representatives of volunteer and service organizations from across the state attended the conference to discuss the current issues in service and volunteerism, as well as network with colleagues from across the state. At the conference, the Utah Citizen Corps, a new effort to link citizen volunteers with first responders in emergency services, was established.

DIVISION OF COMMUNITY DEVELOPMENT

OFFICE OF ASIAN AFFAIRS

<http://dced.utah.gov/asian/>

Mission

The Office of Asian Affairs, in conjunction with the Asian American Advisory Council, works closely with state agencies to assure their responsiveness to the needs of Asian Americans in Utah. The office shares the objectives of improving the quality of life for these communities in such vital areas as economic opportunities, community development, health, education, civil rights, and criminal justice.

Utah's Asian population (48,692 and growing) includes more than 18 different ethnic communities, each having its own language, culture, and traditions. The challenge for the Office of Asian Affairs is to ensure that each community has a voice and that support and solutions are equitable and effective. Another objective is to measure the social capital of these communities and leverage these resources for the continued development of the broader community of Utah.

Highlights

The Office of Asian Affairs:

- Facilitated and worked jointly with Asian American business owners and the Small Business Administration to promote business opportunities.
- Disseminated information via the website with FAQ's, cultural events information, resource listings, employment links, and population data.
- With the support of the Asian American Advisory Council, amended the Council bylaws to expand representation of those Asian American communities previously excluded from participation.
- Sponsored Dept. of Justice training for a representative of the Muslim community to facilitate education of local police regarding cultural awareness and the protocol in working with Arab, Muslim, and Sikh communities.
- Planned, co-sponsored, and participated in the Refugee Service Providers Conference.
- Co-sponsored, made presentations at, or participated in events for 12 different Asian American communities.
- Participated as: (1) Chair of MESA/STEP Advisory Board; (2) keynote speaker for recruitment activities for Asian American high school students at the University of Utah; (3) VP for Student Involvement for the Utah Coalition for the Advancement of Minorities in Higher Education; (4) lead in requesting of ethnic student, faculty, and administrative data from all schools districts; (5) an appointed member of the American Indian Education Advisory Committee – contributing to the statewide American Indian Education Plan.

- Facilitated the Asian American Advisory Council's event planning.
- Raised public awareness of the history and contributions of Asian Americans in Utah through speaking engagements.
- Made referrals to local, state, and federal agencies and community-based organizations (CBO's) for issues involving immigration, discrimination, education, youth (gangs), interpreters, and employment. It also referred requests for speakers, entertainment, and cultural presentations to ethnic community groups.

DIVISION OF COMMUNITY DEVELOPMENT

OFFICE OF BLACK AFFAIRS

Mission

The mission of the Office of Black Affairs is to (1) assist in creating a better quality of life for Utah's African American community; (2) heighten awareness, understanding and responsiveness to needs; and (3) improve cooperation between Utah's Black community and state agencies.

Although Utah's Black population increased an estimated 45 percent from 1990 – 2000, Utah's Black population comprises only 0.9 percent of the state's total population (17, 657 Blacks out of total population of 2,234,157). Utah's Black population is still one of the state's smallest ethnic communities, but its needs are great. Unfortunately, race and ethnic disparities regarding educational achievement, health access and health risk, economic opportunities, and minority overrepresentation in Utah's justice system remain problematic.

For example, in Salt Lake City, the median household income was \$36,937 for non-minorities but \$27,969 for Blacks. 15.5 percent of Black—but 5.5 percent of White—families lived in poverty. The rate of adults over age 25 with high school diplomas reached 83.1% for Blacks as compared to 89.8% for Whites. The 2000 census reports a 4.9 percent unemployment rate for Whites compared to 10.4 percent for Blacks. Although Blacks represent only 0.9 percent of Utah's general population, they represent more than 9.0 percent of the prison population. According to the American Cancer Society, Utah's Blacks have the highest death rate for all cancers combined than any other racial or ethnic group. Whereas African American women are less likely to than Anglo women to develop breast cancer, they are more likely to die from the disease if they develop it. African American men have almost twice the rate of prostate cancer than Anglo men and are more than twice as likely to die of the disease.

As is evident, there is much work to be done in bringing forward and addressing the needs of Utah's Black community.

2003 Highlights:

Joint Ethnic Work Plan and Support for Joint Ethnic Offices

The office assumed the lead role in the production of the Joint Ethnic Work Plan for the 2003 fiscal year. It acted as lead in carrying out the Education Plan and assisted with the Economic, Justice System, and Health objectives. It worked closely with other Ethnic Directors and collaborated in drafting a work plan for 2004.

Special Projects

- The office made improvements in communications between the office and the community and among community members by establishing a 900+ member database, updating its e-mail addresses, and rebuilding its e-mail address book. It also updated the African American Resource Directory and posted the directory on the web site.
- The office updated and improved its web site.
- The office produced five newsletters.

Partnerships with and Support for Black Advisory Council

- The office attended monthly meetings, provided monthly reports, and served as a representative and advocate of the BAC. It planned and conducted the BAC annual retreat, including preparation of the 2003 BAC Retreat Handbook. It also facilitated board responsibility and handbook training along with 501c3 board responsibility training.
- The office supported activities of G.I.F.T., Education 501c3, and Justice System subcommittees. In this capacity, it coordinated G.I.F.T. conference planning, organization and implementation.
- For the Juneteenth heritage festivals in Ogden and Salt Lake, the office prepared displays for the BAC's community resource booths.
- It assisted in the development of the Educational 1000-Day funding proposal and endorsement letter.
- The office facilitated BAC Young Achiever scholarship (15) and recognition awards (65).
- It facilitated Council member nominations, interviews, and installation of 2003 appointments.
- It provided feedback for Utah Law Enforcement's Racial Profiling training on behalf of BAC.

Community Partnerships

- The office partnered with the University of Utah on Black History Month and Women's Awareness Week activities; with LDS Family History Library for the Black Awareness Month Genealogy project; with Red Butte Gardens by hosting a reception for Chapungu artists; with the Black Education Scholarship Foundation by co-hosting its fundraiser; with the Academy of Math Engineering and Sciences African American Student by co-hosting its open house.
- It provided financial support/sponsorship for community organizations: U of U Ethnic Studies Dept., Weber State "Brain Bowl," Delta Sorority fundraiser, Multi-Cultural Legal Center Fundraiser, Black Education Scholarship Foundation Fundraiser, Calvary Baptist Church Health & Services Fair, U of U Africa Week celebrations.
- It supported the Martin Luther King Human Rights Commission's Adopt-A-School, Drum Major Luncheon, speakers bureau, and UEA booth. Similarly, it attended and supported numerous significant Black and ethnic-related events throughout the year.
- It evaluated/selected Utah Black Business Entrepreneur Awardees for SBA's Small Business 2002 Awards.
- The office hosted the National League of Cities' Black Caucus Bus Tour.
- The office helped develop a coalition between BAC, UBLF, and other Black community leaders.
- It assisted in the successful recruitment of an African American attorney to U of U Law School and participated on selection panels for the SLC Superintendent of Schools and SLCPD Lieutenant's exam. It served as member of Utah's delegation to the National African American Leadership Summit.
- The director served on 22 councils, commissions, and advisory boards.

Public Communication and Awareness

- The office responded to 90 requests for information and 61 complaints relating to discrimination and other problems. It made 164 referrals.
- The director gave 27 media interviews.
- The director communicated with the public through some 15 public presentations, talks, and panel discussions.

DIVISION OF COMMUNITY DEVELOPMENT

Office of Hispanic Affairs

The Office of Hispanic Affairs advises the governor on issues that impact the Hispanic community. The office works in conjunction with the Governor's Hispanic Advisory Council to assess the responsiveness of state government to the needs of Utah's Hispanic citizens.

The Office of Hispanic Affairs helps increase awareness, access, and participation on issues that impact the community such as education, criminal justice, economic development, and health.

The latest U.S. Census shows that the Hispanic community is one of the fastest-growing ethnic groups. From 1990 to 2000, the Hispanic community increased by 130 percent to 201,000 residents, or nearly ten percent of the state's population.

Highlights

- A series of public forums were held around the state to give Latinos opportunities to discuss issues of concern to them. The director of the Office of Hispanic Affairs and members of the Hispanic Advisory Council conducted meetings.
- The Office of Hispanic Affairs collaborated with the Offices of Asian, Black, and Pacific Islander Affairs to develop the offices' Joint Ethnic Work Plan to address critical issues of education, criminal justice, economic development, and health. Efforts in these areas include:
 - ✓ Symposiums to link financial resources and ethnic businesses
 - ✓ Partnerships with school districts to address dropout rates, English as a Second Language, and college-entrance testing.
 - ✓ Work with other government agencies to examine the Utah Multi-Agency Cultural Competency Curriculum, racial profiling, and hate crimes.
- Assisted the Utah Labor Commission with its efforts to provide cultural and linguistic-appropriate work-safety training to the Latino community and translated commercial into Spanish.
- Coordinated a joint effort with other state ethnic offices and the Utah Department of Workforce Services to hold a Cultural Integration Symposium for 200 employees for the purpose of addressing the challenges of a diverse labor force.
- Worked with the Utah Department of Workforce Services and the U.S. Departments of Health and Human Services to conduct an immigrant access form for 200 service providers to address changes in immigration laws.
- Developed partnerships with American Express Centurion Bank and Zion's Bank to conduct financial workshops specifically for the Hispanic community.
- Assisted Salt Lake County Health Department with its outreach into the Latino community. Efforts included first child restraint and highway safety seminar where more than 100 attendees had the opportunity to have "hands-on" training on the proper usage of seat belts and child-restraint car seats, as well as bicycle safety.

DIVISION OF COMMUNITY DEVELOPMENT

OFFICE OF PACIFIC ISLANDER AFFAIRS

<http://dced.utah.gov/poly/>

Mission

The Utah Office of Pacific Islander Affairs is charged with keeping the governor and state government aware of issues that impact Polynesians, Melanesians, Micronesians, and other Utah residents of Pacific Islander descent.

The Office of Pacific Islander Affairs continues to coordinate efforts to assist Pacific islanders in acculturating and becoming aware of available opportunities, therefore improving their quality of life.

2003 Highlights

- **Data on Pacific Islanders in public schools:** In a partnership with the Pacific Islander Advisory Council, the office met with Salt Lake, Granite and the Alpine school districts to discuss the collection of data on Pacific Islander students. We are now accessing data that were never available before.
- **Educational conferences for Pacific Islander parents:** The office collaborated with the LDS Salt Lake Utah Stake and the Salt Lake and Granite school districts to hold three separate conferences at the Glendale Middle School and the Eisenhower Junior High School to educate parents on the public school system, its curriculum, and the need for parents to actively participate in the education of their children.
- **2003 GIFT Conferences:** The office continued with the Governor's Initiative on Families Today by organizing four separate conferences to recognize the accomplishments of Pacific Islander athletes and scholars in public schools. 23 All-State athletes were recognized at the annual banquet; 338 students were honored for maintaining a 3.5 grade-point average.
- **Pacific Islander Advisory Council:** The office worked with members of the Pacific Islander Advisory Council, who are appointed by the governor to represent the various Pacific Islander communities.
- **Joint Ethnic Work Plan (2002-2003):** The Office of Pacific Islander Affairs continued to collaborate with the Offices of Asian, Black, and Hispanic Affairs on issues of criminal justice, economic opportunities, education, and health. The office took the lead and was the primary contact on health issues.

- **Project Manna:** The office, in collaboration with Community Connection Services, continued to implement the final year of the Title II federal grant for destructive behaviors and the second grant from the Utah Commission on Criminal and Juvenile Justice (CCJJ) to provide counseling and parenting services to Pacific Islanders. Thirty-five Pacific Islander youths enrolled in the Thinking Errors classes and 40 parents enrolled in the Parenting classes.
- **Pacific Islander Cancer Control Network:** This year marked the completion of the third year and the launching of the fourth year of this five-year subcontract with the University of California, Irvine on a federal grant from the National Cancer Institute. Cancer educational outreaches continued, and a navigation program was started to help increase the screening rate among Pacific Islanders. The first breast cancer booklet in the Tonga language was published and is being distributed.
- **Pacific Islanders in correctional facilities:** The office arranged with the Utah Adult Corrections for the Pacific Islander community and church leaders to conduct three separate visits to state prisons to visit Pacific Islander inmates. Cultural programs and inspirational talks encouraged inmates to participate in educational opportunities and other programs in order to establish a firmer foundation for life after their incarceration. The director also visited individually with more than 30 inmates in maximum-security facilities.
- **Advocate for Pacific Islander Community:** The director serves on several federal, state, county and municipal boards and commissions as an advocate for Pacific Islanders and other ethnic populations in Utah. The director is also working with other Pacific Islander leaders to organize a national forum to serve as a voice of Pacific Islanders.
- **Referral Service and Community Resource:** The office continued to field inquiries from Utah's Pacific Islander population and other citizens about Pacific Islander issues. They include education, health care, immigration, discrimination, gang, youth, domestic violence, substance abuse, cultures, and customs.

UTAH MARTIN LUTHER KING JR. HUMAN RIGHTS COMMISSION

The Utah Martin Luther King Jr. Human Rights Commission is a 15-member appointed panel that works to promote education and awareness throughout Utah of the principles of nonviolence and respect of human rights for everyone. The commission also encourages and coordinates ceremonies and activities in Utah for the national Martin Luther King Jr. holiday, which is observed the third Monday in January.

Highlights

Once again, the January holiday marking the birth of Martin Luther King Jr. was used as a platform to recognize and celebrate the achievements of Dr. King in promoting equality among and respect for all people.

A luncheon attended by nearly 500 people heard Utah Supreme Court Chief Justice Christine Durham speak and saw four people presented with the MLK Commission's second-annual "Drum Major" awards. The award is presented to individuals, businesses, and other organizations for their community service and commitment to diversity within their ranks.

In addition, eight elementary schools in Utah were named to the commission's Adopt-A-School program for their efforts to encourage students to understand the importance of the principles of the commission's motto, "Unity Through Diversity."

DIVISION OF INDIAN AFFAIRS

Mission

It is the purpose of the division to develop programs that will allow Indian citizens an opportunity to share in the progress of Utah, promote an atmosphere in which Indian citizens are provided alternatives so that they may choose for themselves the kinds of lives they will live, both socially and economically, and promote programs to help the tribes and Indian communities find and implement solutions to their community problems.

Utah tribes can expect quality leadership in the years to come as a result of two UDIA initiatives: 1) Governor's Initiative on Families Today (GIFT) Indian Youth Conferences and 2) Assuring Support Services Empowerment Training Project. Both programs produced outstanding results in leadership development.

2003 Highlights

- **Indian Information Technology Sites:** Following the governor's lead in promoting technology in rural areas, Indian Affairs assisted the Division of Business and Economic Development in establishing two additional Indian IT companies or Utah Smart Sites: 1) NWB Technologies, Inc. and 2) Paiute Band Technologies.
- **Honoring Our Youth Indian G.I.F.T. (Governor's Initiative on Families Today) Conference:** More than 800 youths and their parents attended the conference on May 3, 2003, at the South Jordan High School complex. 528 young people received awards from the governor and first lady at the conference. The conference was honored to have as guest speaker the first American Indian astronaut, Commander John Harrington.
- **Intergovernmental Relations:** UDIA continues to facilitate positive relationships among Utah Tribal Leaders, the Governor's Office, and the State of Utah through its annual meeting with the governor and caucus, held on February 10, 2003.

- **Indian Education:** An Indian Education Task Force Plan was prepared and submitted to the Utah State Board of Education January 9, 2003. Two meetings with the Coalition of Minorities Advisory Committee followed the meeting with the State Board. The plan called for the continued funding of the Indian Education Specialist at USOE and provided several key recommendations to improve the education of Indian children statewide.
- **Assuring Support Services Empowerment Training (ASSET) Project:** A total of 23 American Indians, representing all five Utah Indian Nations, completed five or more of the ten training sessions during the 2002-2003 year. This project was funded by the U.S. Department of Agriculture under the Rural Business Enterprise Grant program.
- **Information and Referral:** The division gave more than 100 informational presentations to schools and various government and private organizations throughout the state.
- **Financing for Indian Tribes:** As we examine existing barriers and increase access to credit and capital development for Utah tribes and their members on reservation lands, UDIA continues to participate in Sovereign Lending Task Force workshops held throughout the year. UDIA is a member of the Federal Reserve Bank of San Francisco Sovereign Lending Task Force group.

Partnerships

- **Circle of Wellness, Inc.:** The UDIA Director continues to serve an ex-officio role on the board of trustees. This past year, the board developed a fundraising strategy and is pursuing a contract with a building pre-design firm to renovate a 12,000-square-foot building near the Indian Walk-In Center, which will serve as a health clinic serving American Indians living along the Wasatch Front.
- **Rocky Mountain American Indian Economic and Education Foundation, Inc.:** This new non-profit organization received its IRS tax exemption on April 10, 2003.

Legislative Initiatives

- **S.B. 100: Indian Affairs Related Amendments:** This act modifies the Indian Affairs Act as amended to disestablish the State Native American Coordinating Board. The new law requires the divisions of Health, Education, and Human Services and Workforce Services to report to Utah Tribal Leaders at least five times per year.

DIVISION OF FINE ART UTAH ARTS COUNCIL



Sculptor Frank McEntire was appointed director in January 2003.



Ada Rigby receives the Governor's Award in the Arts.

Director's Message

Passages

A statement in last year's annual report proves to be true for yet other year: "As we go forward to a lean financial year, we know that creativity is the essence of the arts community, and so it is with the Utah Arts Council staff and Board."

That creativity is evident as the Council shows its ability to continue to provide needed resources with fewer people to do the work and several hundred thousand dollars less in its budget. By improving and using its web site more, printing and mailing fewer materials, cutting back on administrative costs, reducing grant amounts, combining services, and partnering more, the Council continues to stand as an example of fiscal responsibility and leadership in tough times.

With the retirement of Bonnie Stephens after almost twelve years at the helm, the Council's new director, Frank McEntire, continues to emphasize our 104-year-old tradition of service to artists, arts organizations, and creative endeavors throughout the state. The Council's stability continues to be recognized throughout the western region and the nation, even as many state arts agencies have suffered severe reductions in their budgets and personnel. The quality level of the Council's work in arts education, community and economic development, and support for artists continues to improve even as its challenges mount—due to the dedication of its staff and board and their desire to live up to UAC's legislative mandate to serve "all the people of the state as it fosters creativity, promotes excellence, and encourages diversity in the arts in Utah."

Mission

The Utah Arts Council fosters creativity, promotes excellence, and encourages diversity in the arts in Utah. Through its extensive outreach programs, the Council broadens the availability and increases the appreciation of the arts in Utah's rural, urban and suburban areas, including all of Utah's diverse communities and ethnicity.

Artist Services

Artist Services provides financial assistance and recognition to Utah artists. In fiscal year 2003, 186 artists submitted applications for Artist Grants, requesting \$211,891. Twenty artists were awarded up to \$1,200, for a total of \$23,760 in Artist Grants. More than 2300 artists received *ArtOps*, a quarterly opportunities newsletter.

About 900 artists visited the Artist Resource Center (ARC). The ARC and Artist Services held or subsidized six workshops for artists, including two fieldwork sessions, one grant writing workshop, one grants and presentation workshop for dance graduates, one artist organization board development workshop, and one slide-making workshop. Total attendance for all workshops was 94 individuals.

Arts Education

The Arts Education Program is committed to lifelong learning about, in, and through the arts. The AE program provided grants to schools and nonprofit organizations for residencies and arts education projects. The program also provided technical assistance in arts education planning/ implementation, grant writing, and arts learning and development. Educators, parents, artists, arts administrators, and nonprofit administrators in all 29 counties participated in conferences and workshops. Regional workshops were offered to all of the state's 40 school districts through partnerships with the Utah State Office of Education, Utah PTA, Utah Arts Education Association, Utah Dance Education Organization, Utah Music Educators Association, Utah Theatre Association and Art Access/Very Special arts Utah. New initiatives in 2003 included outreach into juvenile facilities, programming for volunteer organizations, and workshops and conferences for agencies serving Utah victims of crime. The Arts Education Program also contributed to the John F. Kennedy Center for the Performing Arts Imagination Celebration held as part of the Salt Lake Winter Games Utah Cultural Olympiad. The Program's outreach expenditures in fiscal year 2003 totaled \$193,936.52.

Community/State Partnership

The Community/State Partnership Program provides technical assistance to community arts organizations through workshops, leadership training, retreats and nonprofit education. The CSP program provided this technical assistance to more than 120 arts and cultural organizations at little or no cost. This year, CSP completed The Pilot Program, a professional development training. This two-year program impacts 18 of Utah's underserved or rural communities. Each participant received more than 160 hours of curriculum-based leadership training. CSP also administers the Utah Performing Arts Tour, which offers nonprofit organizations throughout the state the finest local, regional, and national artists and companies at affordable prices. In fiscal year 2003, the Tour subsidized performances in 45 Utah communities, reaching more than 22,000 citizens. Each performance included an artist outreach residency, free of charge, that educated over 7,200 students within those communities.

Design Arts

The Utah Arts Council Design Arts Program is dedicated to the promotion of excellence in the diverse field of design in Utah. The program strives to help the citizens of Utah see, experience, use, and value the art of design that surrounds us every day.

During FY 2003 the Design Arts Program initiated the first of annual exhibitions featuring designers in Utah. Ms. Buff Kavelman, Project Director for the Smithsonian Cooper Hewitt National Design Awards served as juror for this year's exhibition. Ms. Kavelman reviewed the works of 35 Utah designers and selected nine to be featured in the *DesignArts '03 Exhibition* at the Rio Gallery in Salt Lake City. These selected designers came from the graphic, product, furniture, landscape, fashion, stage set and industrial design fields.

This design exhibition brought attention to the talent and breadth of designers in Utah. The exhibit was seen by hundreds of Utahans and, just as importantly, by prominent professionals in the national design field.

Folk Arts

The Folk Arts Program documents traditional arts and artists; produces exhibits, festivals, concerts and educational products; and administers grants to encourage the perpetuation of traditional skills and artistry. Special initiatives during 2003 included producing a calendar, "Discovering the Artistry of Utah Folk Arts," featuring the State Folk Arts Collection; creating a virtual tour of the upstairs galleries of the Chase Home Museum of Utah Folk Art available on the Internet as well as through a touch screen monitor in the museum reception area; and embarking on a project to digitize the thousands of original recordings of Utah folk artists in our archive. The Folk Arts Program awarded 16 grants to folk and ethnic artists and organizations statewide. A handful of new objects were added to the State Folk Arts Collection, including a traditional Shoshone buckskin doll, beaded moccasins, and a beaded purse; a Navajo pine pitch-covered water jug; a pictorial rug; hand-woven cinches; carved figurines; a Peruvian retablo; a collection of Japanese washi paper eggs; and several kinds of traditional woodcarving. This year the staff was able to secure nearly \$17,000 in matching funds to help support these and other folk arts projects, which served more than 3,000 traditional artists and approximately 200,000 audience members.

Grants

The Grants Program supports arts projects of nonprofit organizations throughout Utah. In fiscal year 2003, \$1,099,634 in grants were awarded to 198 nonprofit organizations in 56 communities statewide. Grantee organizations report attendance of more than 5 million people annually.

Literature

The Literature Program assists and encourages Utah writers, at all stages of their careers, throughout the state. The program works in partnership with schools, colleges, universities, libraries, publishers, media, bookstores, and literary organizations. It also participates in readings, residencies, and other outreach activities in individual communities. The program also sponsors an annual writing competition involving approximately 300 Utah writers annually, with first-place prizes of \$1,000 and a publication prize of \$5,000. In fiscal year 2003 the Literature Program conducted a series of creative writing workshops for Utah's at-risk youth. These workshops, involving nearly 100 young people, were conducted at hospitals, homeless shelters, detention centers, and alternative education facilities. These workshops will be featured in an article in "Partners," a national online magazine for state arts agencies.

Public Art

The Public Art Program commissions artists from all over Utah and the United States to create site-specific art in and around the public spaces of state facilities throughout Utah. This art, created in collaboration with the community and the facility for which it is being created, enhances and helps build healthy and beautiful communities in Utah. The Utah State Legislature approved funding for two projects for the 2002-03 fiscal year. During fiscal year 2003, \$35,000 was spent on commissions and \$16,000 on maintenance and conservation of Utah's public art collection.

For the year 2003, in addition to the maintenance issues for the collection, the Public Art Program began, continued, or completed projects at:

- Division of Services for the Deaf and Hard of Hearing Community Center, Taylorsville
- Cowles Mathematics Building, University of Utah, Salt Lake City
- Health Sciences Education Building, University of Utah, Salt Lake City
- Utah Valley State College, Wasatch Campus, Heber City

Traveling Exhibitions

The Traveling Exhibitions Program (TEP) is a collaborative partnership with museums, colleges, university and community galleries, arts and cultural centers, libraries, and schools. In fiscal year 2003, TEP brought 20 exhibits to 63 different institutions throughout the state. The Traveling Exhibits Program expended \$4,000 during fiscal year 2003.

Visual Arts

The Visual Arts Program preserves and promotes Utah's artistic heritage through the collection, documentation, and exhibition of the Utah State Fine Arts Collection as well as through administration of arts competitions, exhibitions, and fellowships. The program offers artists information and tools to assist them in developing their careers. During fiscal year 2003, the Visual Arts Program awarded two \$5,000 fellowships to two Utah artists. The statewide annual competition and exhibition awarded three painting artists and three sculptors \$500 each. Artwork from the State Fine Art Collection was on display in the following buildings: 32 pieces in DCED; 59 in the State Capitol; 45 in the Governor's Mansion; 55 in the Glendinning Mansion; 22 in the Scott F. Matheson Courthouse; 22 in outlying state office buildings; 3 in DFCM; and 61 with the Traveling Exhibits Program. The Visual Arts Program expended \$38,500 during fiscal year 2003 for outreach programs.



The Utah Arts Council sponsors free concerts at the Chase Home in Liberty Park during the summer.



Fellowship Recipients 2003



DIVISION OF STATE HISTORY UTAH HISTORICAL SOCIETY

history.utah.gov



Philip F. Notarianni became director of the Division of State History early in 2003.

Director's message

In statute the Division of State History is the “authority of the state for state history.” Thus, the division retains a goal and a responsibility. The goal remains to promote Utah history and its importance as a vehicle in better understanding the present. The responsibility is to accomplish this through creating a better quality of life by making the past a vital part of lives and communities. Division and Utah State Historical Society programs worked well to achieve this goal and responsibility.

The study and knowledge of history allows individuals, groups, and communities to place themselves in a context of time, linking the past to the present. History and heritage programs can be a catalyst for both education and economic development.

Division programs feed and enhance prehistory and history-related interests. Through our Collections and Research program visitors, researchers, and those involved in history-related businesses find the “stuff” of history. Competent staff assist patrons in searching through our magnificent collections. Over 800,000 historic photographs allow for a “stop in time” look at the past. These images become even more significant as they are being digitized and placed on our website for wider use. Manuscripts, books, pamphlets, newspapers, directories, and a myriad of materials help to make individuals and communities come alive. They form the pieces of many puzzles that people desire to assemble.

The *Utah Historical Quarterly* continues to shine as a key in disseminating this history. In its seventy-first year of publication, the *Quarterly* presents well-researched and documented articles on subjects that capture the imagination and trigger the memories of history. Some articles deal with past events that surprisingly have current parallels. Can we learn from history? Should we learn from history? The division’s increasing involvement with the Utah History Fair seeks to teach students of the richness and diversity of Utah’s past. The possibilities are endless.

Historic Preservation enables communities to view their past in the present and look to the future. Certified Local Governments, comprised of citizens from their own local areas, make decisions and research their past with financial and technical assistance from the division. They call the shots. Staff members also assist historic property owners in taking advantage of tax credits for historic site restoration and adaptation that reap economic benefits. *Utah Preservation: Building on the Past*, published annually, offers articles on numerous preservation issues. The 2003 edition features the restoration of the Utah State Capitol. The Heritage Area Program continues to offer communities a way to organize under their own auspices to provide quality heritage programs to citizens and visitors alike. The National Mormon Heritage Area stands on the threshold of national designation. Databases, some on the web, others in preparation, provide the public with knowledge of historic sites, cemeteries, and cultural resources. With the flick of a mouse that information can be scanned by a multitude of visitors.

Utah's rich prehistory shines on all levels – local, national, and international. The division's Antiquities program assures that these important resources are identified, protected, stabilized, and become part of planning processes for all types of development. In these fragile sites, the artifacts, locations, and juxtapositions of features serve as the archaeologist's historical documents. These function as the diaries, journals, and letters historians use to help reconstruct the past. How early cultures dealt with drought and years of retreating water could perhaps help current problem solvers. In protecting sites, division staff work with other state and federal agencies in identifying resources and maintaining a database that can aid these agencies and others who do business in Utah. Such information, easily attainable by authorized researchers, can expedite development projects and protect sites. Educating others to the fragility and importance of these resources is centered on a site stabilization program. Locals are watching and adopting "their" sites through the Utah Site Stewardship program.

The division continues to work with a wide variety of partners in the name of history and prehistory. History in the broadest sense encompasses "everything." All human activity is or becomes history. As such, partnerships assure that history will be served. During 2002-2003, a new State Archives building was funded to be constructed south of the current home of the Division/Historical Society. Together with the Division of Fine Arts and Office of Museums Services, the Division of State Archives will jointly occupy a type of cultural campus. A joint reading room will allow researchers to peruse all of the state's records in one convenient location - a significant step forward in public accessibility of resources. Partnerships also allow public and private entities to join forces for the mutual good of history and our citizens, especially significant in times of scarce financial resources.

Thus, Utah history illustrates the patterns of the past and provides a framework for the present and future.

Philip F. Notarianni

Mission

The mission of the Division of State History is to preserve and share the past for the present and future. The division's strategic plan divides that mission into five main areas:

HERITAGE RESOURCE STEWARDSHIP

Resource preservation

The division continued to collect and preserve documents that would otherwise be lost, adding 760 books and pamphlets, 1,000 A-series manuscripts, 29,000 photographs, 300 architectural drawings, and 400 high school yearbooks to its collections. It catalogued and bar-coded more than 6,000 maps, entered 780 artifacts into its database, and processed 950 slides and 5,000 photographs. It inventoried and bar-coded all A-series manuscripts (4,000), books (29,000), and pamphlets (21,000), and digitized 150 oral histories, which are available on CD with a transcript for patrons' use. The division added 11,600 images to its digital library. The National Endowment for the Humanities is using this library as a model for digital imaging.



CLG grants support the revitalization of communities and commercial areas and increase the economic impact of underused buildings and infrastructure. For FY 2003, the division administered 25 grants to Certified Local Governments totaling \$151,551. For FY 2004, 23 CLG grants totaled \$126,450. These grants are being used to preserve significant buildings around the state, to produce educational materials and signs, and to survey historic and archaeological sites.

CLG grants administered by the Division of State History have helped restore the Echo Church, the Salina CCC camp, and buildings all over the state.

The division awarded and administered \$8,000 in grants to Utah Statewide

This photo of a flooded City Creek at 500 West, Salt Lake City, is one of hundreds of photos made available online during the fiscal year.



Archaeological Society chapters to help them in identifying, documenting, and preserving archaeological resources. The division also awarded more than \$79,185 in grants to historical organizations engaged in education, oral histories, photography, video production, building preservation, repositories, and more.

The division assisted communities in surveying and documenting 533 buildings or sites and added these to the division's database of historic properties. Staff assisted in 13 new National Register listings, including St. Christopher's Episcopal Mission near Bluff and five historic homes in Brigham City.

During the 2002 calendar year, staff assisted 57 projects in gaining state tax credits for historic preservation. These projects represented more than \$4 million in investments. During the federal 2003 fiscal year, staff helped eight projects—representing \$4.35 million in investments—gain federal tax credits. These projects triggered private investment, increased property values, and contributed to the livability of communities.

The division issued and administered a total of 67 archaeological survey or excavation permits.

The division architects visited and consulted on dozens of historic buildings throughout the state. Of special note is the ongoing architectural consultation to State Parks on their rehabilitation of the Territorial Capitol.

A ten-year partnership between State Parks and State History resulted in the opening in June 2003 of a restored, authentic Fielding Garr Ranch on Antelope Island. State Parks personnel attributed the success of the project largely to the expertise of State History staff. The Memo of Agreement on cultural resources developed for Antelope Island became a model for all state parks.



Division staff pose with State Parks staff and private citizens in the ribbon-cutting for the newly restored Fielding Garr Ranch, a successful example of partnering with a state agency and the public.

2,336 sites and 1,345 projects were entered into the archaeological database during fiscal year 2003—more than double the number entered in 2002.

The division collected documents and artifacts from the 2002 Olympic Winter Games. It put images of nearly 400 Olympic artifacts online at <http://history.utah.org/photos/C275/>.

Heritage Area development

The division administered \$225,400 in grants and worked with seven areas of the state to 1) create a context for their heritage resources, 2) identify partners, and 3) develop projects and market the resources. The goal for each area is to receive state and federal designation as official heritage areas.

The division worked to have two National Heritage Area proposals introduced into Congress: the Mormon Pioneer Heritage Area (from Sanpete County to Kanab) and the Great Basin Heritage Area.

Public interaction with resources

The research library served 8,519 patrons, which included responses to 3,464 requests for information. It filled 3,355 photograph orders and pulled and refilled 19,260 items for research use. The division responded to an additional 3,127 student requests for information on Utah history. The library's materials appeared in several national and international TV programs and publications.

The division's web-based burial search includes more than 400,000 records and remains one of the most popular of DCED's web sites.

The division converted its historic sites database to Access and is now in the process of making this data on 91,000-plus sites available over the Internet.



Under the direction of division staff, primary grade students, avocational archaeologists, and other volunteers experienced hands-on archaeology at the Mushroom Springs excavation on Antelope Island. Staff also conducted several public tours of the site.

Archaeologist Jim Dykman works with student participants on the Mushroom Springs archaeological dig.

Regulation

In accordance with the requirements of Section 106 of the National Preservation Act, the division oversaw compliance on 3,526 projects affecting archaeological sites and 480 projects affecting historical structures.

The division improved and enlarged its centralized database of archaeological sites and projects. The coordinated Geographic Information System database, with 30,000 digitized records, streamlines nearly every stage of compliance for public agencies, developers, and others, helping projects save time and money.

HERITAGE EDUCATION

Educational outreach

Staff and docents provided outreach programs to adult audiences and schools. History presentations of water went to 1,022 children, and archaeologist presentations reached 1,033 children. The division maintained and checked out teaching kits to teachers at 75 schools, reaching 3,741 students.

1,730 children and 247 adults representing 33 schools visited the division's history exhibits and participated in docent-led tours (volunteer docents donated 239 hours of time to give these tours).

Technical training programs

The division provided historical architectural consulting for a wide variety of state, local, and federal agencies. This assistance helped the agencies leverage their funds and make better preservation decisions. The division's database of articles, how-to publications, and contractor lists provided additional educational resources.

In partnership with the BLM, Forest Service, NPS, State Parks, and the College of Eastern Utah, the division helped sponsor the second course in the Archaeological Site Stabilization Education Program at the College of Eastern Utah, Blanding Campus.

Publications

The division produced four issues of the well-respected *Utah Historical Quarterly* and, in partnership with the private sector, Volume 7 of *Utah Preservation* magazine. Volume 28 of *Beehive History* focused on weapons in Utah; the division partnered with KUED to distribute copies statewide to participants in discussion groups on nuclear weapons. The division published the first two issues of a new, tabloid-size, 12-page history newspaper distributed to libraries statewide, bookstores, cafes, museums, and schools.

Exhibits

The division hosted a traveling exhibit, *Latinos in Utah*, and mounted a special exhibit on the Winter Olympic Games. These, along with the ongoing *Utah at the Crossroads* exhibit, attracted thousands of visitors.

Educational Events

The Annual Meeting of the Utah State Historical Society attracted 300-400 people, generated and disseminated scholarship, and provided a venue for networking and sharing ideas.

Statehood Day 2003 was held in Murray City. Some 200 people attended.

The division and its partners sponsored the annual Prehistory Week during May 3-10, 2003. An open house at the Rio Grande Depot educated children and families with hands-on activities.

The 2002 Brown Bag lecture series at the Rio Grande Depot highlighted sports in Utah. A lecture by U of U professor Teresa Martinez marked Martin Luther King Day. In partnership with the Utah Humanities Council, staff participated in the Road Scholar program, speaking on archaeology, ethnic landscapes, and heritage tourism.

Internet presence

The division completed a major redesign of its web site, which provides a wealth of helpful information for patrons and clients and receives 30,000 visits per month. The History To Go web site, <http://historytogo.utah.gov>, provided an online information bank of Utah history for students, teachers, and others. A newly added feature, "History Lessons," provides online learners with a course syllabus for Utah history. The site receives an average of 39,000 monthly visits.

A Heritage Tourism Toolkit created by the division, <http://history.utah.gov/httoolkit>, was updated and improved. The toolkit gives help with managing and protecting heritage resources. The division also helped create a Heritage Tourism website at <http://culturalheritage.utah.gov/>.

PARTNERSHIPS AND NETWORKING

The division organized a meeting of the Oral History Consortium, a group formed by the division that includes institutions and individuals who collect and archive oral histories.

Working with the BLM, the division oversaw the Southern Utah Oral History Project, which focuses on the history of the Grand Staircase-Escalante National Monument area. 138 oral histories have been completed, transcribed, and placed in repositories.

In conjunction with the State Olympic Office, the division has undertaken the collection of oral histories of individuals involved with the 2002 Winter Games, completing 20 hours of interviews during the fiscal year.

Staff worked with the Department of Veteran's Affairs, the Utah Military Association, the State Olympic Office, the Governor's Mansion, Utah Geological Survey, Center for the Documentary Arts, and the Murray Centennial and Statehood Day committee on exhibits. They also gave technical assistance to historical museums.

The staff joined with the Fort Douglas Museum to sponsor a conference and other activities to commemorate the fort's 140th anniversary.

The division worked closely with the state's Native American Remains Repatriation Committee on the repatriation of Native American human remains in Utah.

The division maintains partnerships with 169 affiliates, including Utah Statewide Archaeology Society chapters, Certified Local Governments, and local historical societies.

Volunteers donated 4,595 hours to the division over the course of the fiscal year.

The division worked in ongoing formal partnerships such as the Interagency Task Force, Utah Historic Trails Consortium, Utah Heritage Product Alliance, and Community Cultural Heritage Coordinating Council.

Architect Don Hartley and State Historic Preservation Officer Wilson Martin consult on the renovation of the State Capitol drum.



DIVISION OF STATE LIBRARY



Lt. Governor Olene Walker unveils a Voter Information Pamphlet for the blind.

Director's Message

Year 2003 was filled with more successes for the State Library Division than ever before, despite another year of budget challenges and trying to do more with less. The division continued to provide outstanding technology-supported resources to better serve Utah. The State Library is a leader in Utah and is recognized nationally for the use of RSS technology and live online chat help.

In 2003 the State Library completed two public service campaigns, one designed to create awareness for the services offered to Utahns through the Pioneer online library and another spotlighting services offered through the Library for the Blind and Disabled. Four 30-second public service announcements have been produced and are running on all local television and radio stations through spring of 2004. Brochures and Power Point presentations complement the PSAs.

Other noteworthy accomplishments of the year:

- On the basis of an unprecedented, 18-month evaluation and needs assessment, the State Library Division prepared and submitted a new five-year plan to the Institute of Museum and Library Services (IMLS). The plan, which covers 2003-2007, places an emphasis on the further extension of Utah's library information technology infrastructure and the training needed to keep it operating. Other goals focus on providing online access to information, expanding the division's educational programs, and maintaining a multi-type library orientation in the use of IMLS grants (\$1.34 million annually).
- The Bill and Melinda Gates Foundation awarded grants to 47 public library jurisdictions in Utah, totaling an estimated \$750,000. The Gates Foundation has now completed a four-phase national effort to close the digital divide in the United States by equipping public libraries with state-of-the-art computer hardware and software. Library patrons statewide are now enjoying the benefits of a philanthropic effort that has been likened in its impact to that of the Andrew Carnegie grants for libraries at the turn of the 20th century.
- New libraries are being built across the state. The magnificent Salt Lake City Public Library opened for service in February 2003. Voters in Wasatch County approved a bond to build a new county library in Heber City. Construction began on new libraries in Cedar City and in Washington County.

- The state legislature amended the County Library Law (UCA 9-7-501) to clarify relationships between county governments and county library boards and assign liability. The new law provides for county library ordinances to specify the responsibilities and powers exercised by the boards.
- The Needs Assessment phase of the 21st Century Library Initiative was completed with the publication of a broadsheet for each library included in the study. These can be used as informational tools to inform patrons, trustees, and local officials of the specific needs of their libraries. An Executive Summary of the study was also prepared as well as a complete Facilities Technical Report.
- New contacts with Illinois added 249 patrons to the Library for the Blind.
- Amy Owen, director of the State Library Division since 1987 and a librarian at the division since 1968, retired at the end of July 2003. Owen presided over the division during a period of remarkable growth in library services statewide, and in the diversification of division programs responding to—and calling forth—this unprecedented growth. Libraries in Utah benefited greatly from the vision and leadership of Ms. Owen.

The mission of the Utah State Library Division is to strengthen and improve library and information services to the people of Utah in order to enable them to make a living and to make a life.

- *We provide all Utahns with qualifying visual and physical disabilities access to quality library services and the special format materials they need in order to enjoy recreational reading, to engage in lifelong learning, and to improve their economic self-sufficiency.*
- *We provide services and training to library service providers, public library board members, and elected officials; offer resources, services, and grants to libraries; and facilitate library participation in consortia and other cooperative bodies in order to strengthen the capacity of Utah's libraries to deliver quality library service.*
- *We provide access to Utah government information in both print and electronic formats for citizens, state employees, and elected officials in order to contribute to effective and efficient government and an informed citizenry.*

The State Library Division offers three major programs:

REGIONAL LIBRARY FOR THE BLIND

The Program for the Blind and Disabled provides public library service for the blind, visually impaired, physically disabled, and the learning disabled. This program is part of a national network of libraries administered by the Library of Congress, National Library Service.

- The Regional Library circulated 272,103 cassette tapes, Braille books, large print books and descriptive videos to 14,577 patrons during 2003.
(See <http://library.utah.gov/blind.html> for more information.)
- The Regional Library benefited from more than 46,381 volunteer service hours. This is equivalent to 21 fulltime employees—more than the total number of staff hours in the program.
- The Regional Library hosted a successful summer reading program for blind and visually impaired children. Participants read a combined total of 39,547 minutes. Many prizes were donated for the readers by various local businesses.

Patron comments on the Regional Library for the Blind:

"Thank you! This has been so good for Heidi! She just took responsibility with the program and ran with it! She was motivated by the portable CD player. I am glad you created a teenage program." (From a mother of a child participating in the Library's Summer Reading Program)

"I just wanted to let you all know that the staff you have is the best in the world. My mom used your services for years and never had a problem with any one of the staff there! Whenever she called the person on the phone was always patient and courteous to her. Since we moved a year ago, she now gets books from another source and she has not been happy with the quality of service they have given her. So, hats off to all of you, and PLEASE, keep up the great job!!! Thanks a million." (From a former director of a public library in Utah)

"Thank you so much for the joy you bring into my life by sending me religious tapes and also for the privilege ordering by phone religious books. May God bless you for your services to the handicapped." (From a patron who just began service)

"I would also like to thank those who volunteer their time in reading some of these books. What a great service." (From a patron in Idaho who we serve with LDS materials)

"...Thank you for all of your work for the blind. I don't know what my mother would do without the tapes that you provide for her. They are her constant companion whether she is just sitting and relaxing, cleaning her home, or traveling in the car." (From a patron's daughter)

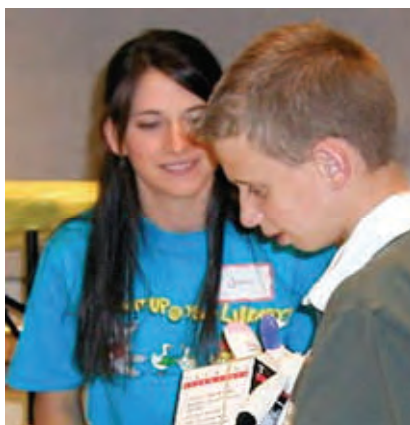
LIBRARY DEVELOPMENT PROGRAM

- The division expanded the concept and offerings of its highly successful Utah Public Library Institute for Training (UPLIFT) to include Certification Training, Advanced Training, Institutes, Teleconferences, Mini-Workshops, and continuing education grants for individuals and organizations.
- In FY 2003, the division sponsored 30 continuing education events attended by 568 library staff and trustee participants from across the state, enabling them to increase their competency and commitment to providing excellent library service to their patrons.
- Staff compiled and the State Library Board adopted new *Standards for Utah Public Libraries*. The new *Standards* reflect the reality of changes in technology, in required policies, and in the planning process.
- The Helper City Library was certified under the *Standards for Utah Public Libraries*, bringing the total to 73 cities and counties providing certified public library service to their residents.
- The division awarded state and federal grants totaling \$1,315,819 to 139 Utah libraries. Recipient libraries used the grants to extend library information technology and access to online information, build specific areas of the library's collection, extend services to minority groups, provide public programming, or otherwise enhance services beyond what strained local budgets would support.
- Three new county bookmobiles funded by the state legislature two years ago were constructed and placed in operation within the Carbon County Bookmobile Library, Tri-County Bookmobile Library, and Tooele County Bookmobile Library. Patrons in outlying areas will have valued services for decades into the future because of the commitments their counties are making in cooperation with the state.

INFORMATION RESOURCES PROGRAM

The information Resources Program has been awarded the 2003 Utah Chief Information Officer Award (CIO Award) for innovation in providing e-Government Service. The State Library through the Information Resources Program is a leader in implementing technology to better serve its customers using RSS technology and live online help.

- This year Utah's citizens searched the premium databases sponsored by *Public PIONEER* more than 290,000 times, retrieving more than a million items. *Public PIONEER: Utah's Online Library* (<http://pioneer.utah.gov>) added a section especially for senior citizens. The site had half a million visitors in FY2003. *Public PIONEER* premium databases include full-text magazines and newspapers, expanded business and financial information with Factiva, and Mitchell's auto repair resource. It also offers government information, links to Utah libraries and library catalogs, information about Utah on the web, and a wide array of Internet resources.
- The UTAHgils Government Information Locator Service currently provides the search engine for <http://utah.gov> and the business search engine for <http://business.utah.gov> in addition to providing follow-up referral information for search engine users. The search engine receives more than 4,500 queries per day.
- The Information Resources Program continued to catalog, index, and distribute the publications of Utah state government agencies to depository libraries across the state. An additional 886 items have been added to the Division's catalog, which has links to online state publications.
- The Information Resources Program provided to public libraries and state agencies more than 6,200 items from the State Library's collection and more than 9,500 items from other libraries across the state and nation.
- The program offered Internet and PIONEER training workshops for public libraries and state agencies, including a "database fair" in Provo and Ogden open to teachers and librarians.
- The program distributed more than \$200,000 in federal funding under the Library Services and Technology Act (LSTA) to 21 libraries in Utah to support library resource-sharing programs.



State Library's Summer Reading Program

For additional information contact:
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